CHROME RIVER BY EMBURSE CASE STUDY

University of Arkansas at Fort Smith saves 20-40 hours a month with Chrome River

Introduction

This case study of University of Arkansas at Fort Smith is based on a September 2020 survey of Chrome River by Emburse customers by TechValidate, a 3rd-party research service.

> "One impact is that Chrome River has made approvals so accessible and streamlined. No more waiting on paperwork to come through campus mail, then thumbing through pages and pages of paper receipts. Also, the way it drives compliance and makes the traveler more accountable, has taken away the stress and frustration of the Travel Office tremendously!" – Rhonda Caton, Procurement Director

Challenges

Prior to using Chrome River, University of Arkansas at Fort Smith struggled to:

- Automate the expense management process
- Enforce expense policy compliance
- Increase visibility into company T&E spend
- Improve reconciliation process for corporate cards

Before selecting Chrome River, University of Arkansas at Fort Smith used a manual process that was keyed into their Ellucian Banner ERP.

Use Case

The University of Arkansas at Fort Smith uses Chrome River to enable remote work and reimburse traveling employees for expenses.

Compared to the competition, the University of Arkansas at Fort Smith rated Chrome River **best-in-class** or **significantly better** in the following areas:

- Approval workflow configurability
- Built-in business rules engine
- Credit card reconciliation
- ERP integration
- Ease of use
- Mobile capabilities
- Best-in-class support & training
- OCR
- System reliability

The University of Arkansas at Fort Smith said they **very strongly agreed** with the following statements:

- Chrome River's service level and accessibility was an important factor in the decision-making process.
- Chrome River's configurability and integrations have given us greater visibility into our business processes.
- Chrome River helps by extending our accounting software and ERP capabilities to regulate expense policies.
- Chrome River helps us to prevent fraud.
- Chrome River has improved our ability to reimburse faster.
- Using Chrome River has helped us to increase employee satisfaction.

When asked which features and capabilities the University of Arkansas at Fort Smith found valuable, they rated the following **extremely valuable** or **very valuable**:

- Approval workflow configurability
- Built-in business rules engine
- OCR
- Credit card reconciliation
- Ease of Use
- Mobile Capabilities
- Support & Training
- Integrations with existing vendors
- System Reliability

Organization Profile

Organization:
University of Arkansas at Fort Smith

Industry:
Educational Institution

About Chrome River by Emburse

Chrome River is part of Emburse, a global leader in expense management and AP automation solutions. Emburse is trusted by more than 14,000 customers in over 120 countries.

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Results

University of Arkansas at Fort Smith saw a return on investment within 6-12 months.

University of Arkansas at Fort Smith said they were **extremely satisfied** with Chrome River's ability to:

- Reduce errors caused by manual data entry
- Provide better oversight into costs and expenses
- Ensure policy compliance
- Reimburse expenses faster
- Make corporate card reconciliation easier
- Increase employee satisfaction

By using Chrome River, University of Arkansas at Fort Smith has:

- Saved finance teams time so they can focus on more meaningful and strategic work
- Increased productivity by automating mundane, manual tasks
- Reduced stress associated with expense and/or invoice management
- Mitigated risk from fraud

When asked how much time the finance team saves per month, the University of Arkansas at Fort Smith estimates they **save 20- 40 hours per month** by using Chrome River.