

# Global 500 Insurance Company increases employee satisfaction with Chrome River

## Introduction

This case study of a Global 500 insurance company is based on a September 2020 survey of Chrome River by Emburse customers by TechValidate, a 3rd-party research service. The profiled company asked to have their name blinded to protect their confidentiality.



“Chrome River is a great tool to use and has helped us in many ways.” – Procurement Vice President

## Challenges

Prior to selecting Chrome River, this Global 500 Insurance Company said they struggled to:

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

Before selecting Chrome River, they evaluated Concur and used Ariba.

## Use Case

For this Global 500 Insurance Company, Chrome River helps them to:

- Enable remote work
- Reimburse non-traveling employees for expenses
- Reimburse traveling employees for expenses
- Leverage analytics

Compared to the competition, this customer said Chrome River was **significantly better** or **best in class** in the following areas:

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

This Global Fortune 500 Company said they said they **strongly agree** 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.
- Using Chrome River has helped us to increase employee satisfaction.

They found the following capabilities **very valuable** to their business:

- Built-in business rules engine
- Credit card reconciliation
- Ease of Use
- Mobile Capabilities
- Support & Training
- System Reliability

## Results

The surveyed company said they were satisfied with following results using Chrome River by Emburse:

- 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

This customer said that using Chrome River has:

- Saved finance teams time so they can focus on more meaningful and strategic work
- Enabled remote work with cloud-based, paperless solutions

This customer estimates their finance team saves between 10-20 hours a week by using Chrome River.

### Company Profile

The company featured in this case study asked to have its name publicly blinded because publicly endorsing vendors is against their policies.

TechValidate stands behind the authenticity of this data.

Company Size:  
**Global 500**

Industry:  
**Insurance**

### 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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