

CSG International Saves 20-40 Hours Per Month By Switching to Emburse Chrome River

Introduction

This case study of CSG International is based on a December 2020 survey of Chrome River by Emburse customers by TechValidate, a 3rd-party research service.



“Emburse Chrome River provides all the global, enterprise feature functionality CSG needed from an expense management platform at a very competitive price point. Utilizing Chrome River allowed us to expand upon processes, extend service to more employees, and generally improve the expense management experience in areas where we were limited by our previous vendor.”

Challenges

Prior to switching to Emburse Chrome River, the CSG International team used a combination of Concur and their ERP solution to manage their expenses. They sought to standardize their processes globally and evaluated Concur, Expensify and their ERP solution, before ultimately selecting Chrome River as the top solution for all their expense management needs.

They chose Chrome River as the best choice to:

- Automate the expense management process
- Enforce expense policy compliance
- Improve the reconciliation process for corporate cards
- Have end-user accessibility
- Have transparent pricing/costs

Use Case

CSG International uses Chrome River to reimburse both non-traveling and traveling employees for expenses, and to view spend analytics.

When compared to the competition, CSG International rated the following Chrome River features as **best-in-class**:

- 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

CSG International **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 gives us the visibility into our business to better manage our cash flow
- Chrome River has improved our ability to reimburse faster
- Using Chrome River has helped us to increase employee satisfaction

The CSG International team finds the following Chrome River features **extremely 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

Results

By using Chrome River, CSG International has been able to:

- Save finance teams time so they can focus on more meaningful and strategic work
- Increase productivity by automating mundane, manual tasks
- Improve employee satisfaction and work-life balance
- Reduce stress associated with expense and/or invoice management
- Mitigate risk from fraud

CSG International has been **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

CSG International estimates their finance team has saved 20- 40 hours per month by using Chrome River, and they began seeing a return on their investment within 6-12 months.

Company Profile

Company:
CSG International

Company Size:
Medium Enterprise

Industry:
Telecommunications Services

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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