

McInnes Cooper saw a return on investment with Chrome River in under 3 months

Introduction

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

“The time gained from not having to manually enter expense reports and invoices has been huge! And when expenses and invoices are now received through CR, all the approvals and coding have been done so there’s no need to go back to the user had this not been done correctly.”
 - Theresa Caissie, Accounting Manager, McInnes Cooper

Challenges

Before choosing Chrome River, McInnes Cooper used a spreadsheets/manual expense management process.

After evaluating both Concur and Chrome River, McInnes Cooper chose Chrome River as the best option for:

- Automating the expense management process
- Enforcing expense policy compliance
- Having end-user accessibility

Company Profile

Company:
McInnes Cooper

Company Size:
Medium Enterprise

Industry:
Professional Services

Use Case

McInnes Cooper uses Chrome River to reimburse non-traveling employees for expenses, reimburse traveling employees for expenses, and to view spend analytics.

McInnes Cooper said they found the following Chrome River capabilities **extremely valuable**:

- Approval workflow configurability
- Built-in business rules engine
- Credit card reconciliation
- Ease of Use
- Mobile Capabilities

When compared to other vendors, McInnes Cooper ranked Chrome River as **best-in-class** in the following categories,

- Approval workflow configurability
- Built-in business rules engine
- Credit card reconciliation
- ERP integration
- Ease of use
- Mobile capabilities
- System reliability

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.

Learn More:

[Emburse](#)

Results

McInnes Cooper 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

McInnes Cooper **very strongly agreed** or **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

Chrome River has enabled McInnes Cooper to:

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

McInnes Cooper estimates their finance team has saved **20- 40 hours per month** by using Chrome River and saw a return on their investment in **under three months**.