

Chrome River helps Manhattan College Save 10-20 Hours Per Month

Introduction

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

Challenges

Prior to selecting Chrome River, Manhattan College struggled with a spreadsheets/manual -based expense management process.

After evaluating both Chrome River and Concur, Manhattan College selected Chrome River as the best choice to:

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

Use Case

Manhattan College uses Chrome River to:

- Enable remote work
- Reimburse traveling employees for expenses
- Reconcile credit cards

Manhattan College finds the following aspects of Chrome River **very valuable**:

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

Compared to other vendors, Manhattan College ranked Chrome River as **best-in-class** or **significantly better** in the following categories:

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

Results

Manhattan College is **extremely satisfied** with the Chrome River's ability to reduce errors caused by manual data entry and ensure policy compliance.

Manhattan College **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 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

By using Chrome River, Manhattan College 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
- Enable remote work with cloud-based, paperless solutions

Manhattan college estimates their finance team has saved **10-20 hours per month** by using Chrome River and saw a return on investment within **3-6 months**.

Organization Profile

Organization:
*Manhattan College *

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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