

Chrome River Helps Dinsmore & Shohl's Finance Team Save 40+ Hours/Month

Introduction

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



“The biggest impact is the **reduction of time needed to submit, audit, enter and pay expenses**, not just for the accounting group but for the attorneys and their assistants as well. No more lost forms or delays on approvals. The attorneys and their assistants love it, definitely speeds up the reimbursement process.”

- Alice Trammel, Accounting Manager, Dinsmore & Shohl

Challenges

Prior to Chrome River, Dinsmore & Shohl managed expenses using a manual/spreadsheets based system. While they evaluated both Chrome River and Concur, they ultimately selected Chrome River as the best choice for automating their expense management process.

Use Case

Dinsmore & Shohl uses Chrome River to:

- Enable remote work
- Reimburse non-traveling employees for expenses
- Reimburse traveling employees for expenses
- For analytics for spend analytics

Dinsmore & Shohl values the following aspects of Chrome River:

- Approval workflow configurability
- Built-in business rules engine
- OCR
- Ease of Use
- Mobile Capabilities
- Support & Training
- System Reliability

They rated these Chrome River features as **better** or **significantly better** than other vendors:

- Approval workflow configurability
- Ease of use
- Mobile capabilities
- OCR
- System reliability

Results

Dinsmore & Shohl's finance team has **saved 40+ hours/month** since using Chrome River and saw a return on investment in 6-12 months.

Dinsmore & Shohl **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 helps us to prevent fraud
- Chrome River has improved our ability to reimburse faster
- Using Chrome River has helped us to increase employee satisfaction

Dinsmore & Shohl is very satisfied with Chrome River's ability to:

- Reduce errors caused by manual data entry
- Reimburse expenses faster
- Increase employee satisfaction

By using Chrome River, Dinsmore & Shohl was able to:

- Increase productivity by automating mundane, manual tasks
- Enable remote work with cloud-based, paperless solutions

Company Profile

Company:
Dinsmore & Shohl

Company Size:
Medium Enterprise

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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