

Enterprise Insurance Company (Fortune 500)

Introduction

This case study of a medium enterprise insurance company is based on a December 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.

Challenges

The business challenges that led the profiled company to evaluate and ultimately select Chrome River by Emburse:

- Said that they evaluated and selected Chrome River in order to do the following:
 - Automate the expense management process
 - Enforce expense policy compliance
 - Have end-user accessibility
- Also EVALUATED the following before selecting Chrome River:
 - Concur
 - ERP Solution
 - Certify
- Also USED the following before selecting Chrome River:
 - Spreadsheets/Manual
 - Wells Fargo Commercial Card Expense Reporting

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:
Fortune 500

Industry:
Insurance

Use Case

The key features and functionalities of Chrome River by Emburse that the surveyed company uses:

- Said they use Chrome River to the following:
 - Reimburse non-traveling employees for expenses
 - Reimburse traveling employees for expenses
- Rated the following Chrome River capabilities in comparison to the competition:
 - approval workflow configurability: best-in-class
 - built-in business rules engine: best-in-class
 - credit card reconciliation: better
 - eRP integration: better
 - ease of use: best-in-class
 - mobile capabilities: best-in-class
 - best-in-class support & training: better
 - oCR: significantly Better
 - system reliability: significantly Better
- Said to what extent they agree with the following statements:
 - Chrome River's service level and accessibility was an important factor in the decision-making process.: Agree
 - Chrome River's configurability and integrations have given us greater visibility into our business processes.: Very strongly agree
 - Chrome River helps by extending our accounting software and ERP capabilities to regulate expense policies.: Agree
 - Chrome River helps us to prevent fraud.: Do not agree
 - Chrome River gives us the visibility into our business to better manage our cash flow.: Agree
 - Chrome River has improved our ability to reimburse faster.: Agree
 - Using Chrome River has helped us to increase employee satisfaction.: Agree
- Said how valuable the following Chrome River capabilities are for them:
 - Approval workflow configurability: Valuable
 - Built-in business rules engine: Valuable
 - OCR: Very valuable
 - Credit card reconciliation: Valuable
 - Ease of Use: Very valuable
 - Mobile Capabilities: Extremely valuable
 - Support & Training: Valuable
 - Integrations with existing vendors: Very valuable
 - System Reliability: Valuable

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

The surveyed company achieved the following results with Chrome River by Emburse:

- Said how satisfied they are with Chrome River's following capabilities:
 - reduce errors caused by manual data entry: Satisfied
 - provide better oversight into costs and expenses: Satisfied
 - ensure policy compliance: Very satisfied
 - reimburse expenses faster: Satisfied
 - make corporate card reconciliation easier: Satisfied
 - increase employee satisfaction: Satisfied
- Said that using Chrome River has the following:
 - Increased productivity by automating mundane, manual tasks
- Estimates their finance team has saved less than 5 hours per month by using Chrome River.