CHROME RIVER BY EMBURSE CASE STUDY

Chrome River helps Arnall Golden Gregory Save Over 10 Hours Per Month

Introduction

This case study of Arnall Golden Gregory 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, Arnall Golden Gregory used a spreadsheets/manual method for managing their expenses. When looking for new solutions, they evaluated both Concur and Chrome River, but ultimately selected Chrome River as the best choice to:

- Automate the expense management process
- Have end-user accessibility
- Have transparent pricing/costs

When evaluating solutions, Arnall Golden Gregory found the following Chrome River capabilities as **very valuable** or **extremely valuable** for their team:

- Approval workflow configurability
- Built-in business rules engine
- OCR
- Ease of Use
- Support & Training
- Integrations with existing vendors
- System Reliability

Use Case

Arnall Golden Gregory uses Chrome River to enable remote work, reimburse non-traveling employees for expenses, reimburse traveling employees for expenses, and reimburse non-employee expenses (interview candidates, consultants, other) for expenses.

When compared to the competition, Arnall Golden Gregory rated these Chrome River features as **significantly better** than or **best-in-class**:

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

Results

Arnall Golden Gregory **strongly agreed** or **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 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

Arnall Golden Gregory said they were **very satisfied** or **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
- Increase employee satisfaction

By using Chrome River, Arnall Golden Gregory has achieved the following results:

- Saved finance teams time so they can focus on more meaningful and strategic work
- Increased productivity by automating mundane, manual tasks
- Reduced stress associated with expense and/or invoice management
- Enabled remote work with cloud-based, paperless solutions

Arnall Golden Gregory estimates their finance team has **saved 10-20 hours per month** by using Chrome River, and saw a return on their investment within 6-12 months.

Company Profile

Company:
Arnall Golden Gregory

Company Size:
Medium Enterprise

Industry:
Professional 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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