CHROME RIVER BY EMBURSE CASE STUDY

Large Enterprise Healthcare Company (32,000 employees)

Introduction

This case study of a large enterprise healthcare company is based on a September 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.

> "Saves time, allowing folks to focus on more important things. Additionally the compliance rule enforcement is great. It puts the issues in front of approvers."

Challenges

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

- Said that they evaluated and selected Chrome River in order to do the following:
  - Enforce expense policy compliance
  - Improve reconciliation process for corporate cards
  - Have end-user accessibility
- Also evaluated the following before selecting Chrome River:
  - Concur
  - ERP Solution (PeopleSoft)
- Also used the following before selecting Chrome River:
  - ERP Solution (PeopleSoft)

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 traveling employees for expenses
  - For analytics
  - For spend analytics
  - We use Chrome River to reconcile Corporate liable P Card spend
- 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: significantly better
  - Ease of Use: best-in-class
  - Mobile Capabilities: best-in-class
  - Best-in-Class Support & Training: significantly better
  - OCR: significantly better
  - System Reliability: 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: Agree
  - Chrome River helps by extending our accounting software and ERP capabilities to regulate expense policies: Very strongly agree
  - Chrome River helps us to prevent fraud: 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: Very valuable
  - Built-in business rules engine: Extremely valuable
  - OCR: Very valuable
  - Credit card reconciliation: Very valuable
  - Ease of Use: Extremely valuable
  - Mobile Capabilities: Very valuable
  - Support & Training: Valuable
  - Integrations with existing vendors: Valuable
  - System Reliability: Extremely valuable

Results

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

- 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: Very satisfied
  - Increase employee satisfaction: Very satisfied
- Said that using Chrome River has the following:
  - Increased productivity by automating mundane, manual tasks
  - Improved employee satisfaction and work-life balance
  - Reduced stress associated with expense and/or invoice management
  - Mitigated risk from fraud

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:
Large Enterprise

Industry:
Healthcare

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:

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