



Buddle Findlay

CASE STUDY



Buddle Findlay sought to empower users and optimize AP resources

Prior to Emburse, Buddle Findlay’s finance team struggled with a highly inefficient, paper-based expense reporting process. It was particularly labor-intensive and stressful at month- and fiscal year-end.

Expense claimers manually filled in expense forms, sought approver sign-off, and sent paper receipts along with the signed forms via internal mail to the finance team for processing. AP sorted, reviewed, and manually matched individual expense lines to the paper receipts, validated compliance with corporate policy, keyed each expense line item into the financial system, and allocated appropriate GL codes before finally making the payment. The process was error-prone, and often, receipts or signatures were missing which meant returning forms to the submitter to start the process over again. Upon completion, all physical paperwork was manually filed and stored on-site.

Buddle Findlay selected Emburse to simplify how they managed their expense processes. They later added the Emburse invoice solution to consolidate all AP processes into a central system.

Challenges

- Paper-based, labor-intensive process
- Risk of errors and duplicates
- Stress at month- and year-end close
- Poor user experience

Results

- 75% faster expense report processing
- Increased mobility for more timely submissions
- Reduced carbon footprint by eliminating paper
- Improved employee experience and morale

BUDDLE FINDLAY

Buddle Findlay is a leading New Zealand commercial and public law firm with offices in Auckland, Wellington, and Christchurch. The firm is committed to helping clients achieve their business goals by providing tailored, commercially focused legal advice.

Industry: Legal

Employees: 300

Customer since: 2018

Product(s): Emburse Chrome River



Emburse makes our work more human by automating processes and eliminating the need for mundane data entry.

ESTHER SONG
National Finance Manager



Emburse eliminated mundane tasks and enabled 75% faster expense processing

With the implementation of Emburse expense and invoice solutions, Buddle Findlay wanted to increase efficiency, transparency, compliance, and mobility, while reducing their carbon footprint by eliminating the need for paper documents and storage. Agility and user experience were key decision drivers.

Buddle Findlay felt that Emburse solutions were more user-friendly and intuitive than competitors, while also far more accommodating in terms of custom configurations and integration capabilities. They were impressed with the solution's mobile offerings and on-the-go approval features. According to Esther Song, National Finance Manager at Buddle Findlay, the final decision came down to their trust in Emburse's expertise and capacity to support the firm's long-term needs.

Self-service features such as tracking the status of an expense report or invoice make the solution feel easy to use. Users and approvers benefit from the solution's mobile capabilities, which enable more timely submissions. Built-in rules reduce errors and duplicate entries, and approvers appreciate the ability to approve directly via email—anywhere, anytime.

By automating approval workflows, the finance team realized many benefits, such as eliminating the need for manual data entry and reducing workload pressure, especially around month- and year-end deadlines. Expense report processing time has been reduced by 75%, saving the team up to 24 hours per week that can be allocated to more rewarding work. Morale has also improved, as the team can leave the office on time, instead of working overtime to key in expense reports manually.



With Emburse, we process expense reports 75% faster, which enables the team to prioritize more meaningful activities.

ESTHER SONG
National Finance Manager

About Emburse

Emburse is the global leader in spend optimization. Our expense, travel management, purchasing and AP, and payments solutions are trusted by 12 million business professionals, including CFOs, finance teams, and travelers. More than 18,000 organizations in 120 countries count on us to deliver positive financial outcomes. We humanize work.

