



# BELFOR

## CASE STUDY

### BELFOR upgraded from Concur to Emburse

Before switching to Emburse, BELFOR faced several challenges with their prior expense management solution, Concur. Users found Concur's interface difficult to navigate and lacked user-friendly mobile features. From an administrative perspective, Concur couldn't address BELFOR's configuration requests; instead, finance had to adapt workarounds outside the system. Despite having three dedicated accountants, expense reimbursement could take up to three weeks due to inefficient workflows.

Dawn Conway, Senior Business Analyst at BELFOR, recalled their struggles: "We have a lot of unique business requirements, and Concur was not flexible or willing to customize the system the way we wanted. We felt like a small fish in a big pond, and we were not receiving the type of support we needed." Seeking a more customer-centric experience, BELFOR switched to Emburse.

#### Challenges

- Inflexible system, unable to address custom configuration needs
- Poor navigation contributed to a frustrating user experience
- Subpar customer support

#### Results

- 12,000+ expense reports processed annually
- 3X more cost-efficient than Concur
- 67% faster reimbursements
- 67% reduction in dedicated expense management resources



BELFOR USA Group, Inc. (BELFOR) is the worldwide leader in property restoration and disaster recovery for damages caused by fire, wind, water, or natural disaster. BELFOR has 4,500 employees in over 200 locations across North America. They provide various emergency services, customized to the needs of each individual customer and commercial property.

**Industry:** Construction

**Employees:** 4,500

**Customer since:** 2019

**Products:** Emburse Chrome River

“Emburse is more customizable, **more cost-effective, and easier to use than Concur**, which is why we're happy we switched.

**DAWN CONWAY**  
Senior Business Analyst

## BELFOR saved time and money with Emburse

BELFOR partnered with Emburse to customize the solution for their specific use cases and configuration requirements. According to Conway, the implementation team helped BELFOR optimize its workflows, business rules, integrations, and employee group settings to ensure a successful rollout. “Working with Emburse feels like a true partnership where they really listen to our needs and care about our success and happiness, which is something we did not have with Concur.”

Both users and finance responded positively to the new solution. “Coming from Concur, Emburse is much more efficient and easier to use,” said Conway. Icons visually illustrate expense types, making navigation and expense allocation quick and easy for users. The experience is consistent across mobile and desktop applications, which has been hugely beneficial for BELFOR’s thousands of employees who submit expense reports from the field.

Emburse helped BELFOR streamline approval workflows and optimize routing rules to expedite expense report processing. Employees can now get reimbursed within one week, compared to up to three weeks with Concur. With efficiencies gained, BELFOR could re-assign two full-time employees, previously dedicated to expense management, to other projects.

In addition to time savings, BELFOR realized significant cost savings. “Emburse is three times more cost-effective than Concur, and we’ve reduced monthly transactional spend by about 70% since switching,” said Conway.

“ We’ve gained significant efficiencies and cost-savings since replacing Concur. I highly recommend switching to Emburse.

**DAWN CONWAY**

Senior Business Analyst

### About Emburse

Emburse makes complex expense management simple. We deliver efficiency and time savings, increase financial visibility, enhance spend control and compliance, and improve the business travel experience. More than 20,000 organizations worldwide count on us to manage their expenses with user-friendly tools and personalized support.

