emburse®

GrayRobinson

CASE STUDY

GrayRobinson selects Emburse to modernize spend management

GrayRobinson had an in-house, Microsoft Access-based system that was inadequate for their spend management needs and unable to scale with the firm's growth. A primary concern was the lack of an audit trail for expense reports and invoices. Backup documentation could not be attached within the system, but rather, had to be emailed to the accounts payable team. AP would match the expense request to an email, verify that it was correct, and then print and rescan it for entry.

Without an automated routing and approval process, almost all approvals were routed through inter-office mail and manually signed. This regularly caused delays in employee expense reimbursement, client invoicing, and vendor payments. The manual, error-prone process resulted in some invoices being double- and sometimes triple-paid.

The firm began looking for a better system to capture invoice and expense data at the source, while building a compliance and approval audit trail. They wanted a modern and scalable solution that would be easy to use and offered seamless integrations with their Aderant Expert financial system, Nuance scanning, credit card feeds, and foreign exchange processing. Emburse Chrome River delivered on their needs, and more.

Challenges

- Manual processes resulted in duplicate payments

- Slow employee reimbursement, client invoicing, and vendor payments

- Lack of integrations across systems

- Inadequate compliance and approval audit trail

Results

- Achieved ROI within the first year

- Increased visibility and spend controls

- Drove efficiency through automation

- Gained a compliance audit trail

- Keeps human capital costs flat as the firm grows

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GrayRobinson is a multidimensional team of professionals providing integrated legal, lobbying, and regulatory services to leading and emerging businesses, state and local governments, industry stakeholders, and entrepreneurs nationwide. The firm is grounded by more than fifty years of service and its 15 locations across Florida and Washington, D.C.

Industry: Legal

Employees: 800

Customer Since: 2015

Products: Emburse Chrome River

> With guidance from Emburse, we met our implementation deadline and addressed change management with employees.

JESSE RUDOLPH
Financial Analysis Manager

Firm achieves ROI with Emburse within the first year

GrayRobinson's goal was to implement their Emburse expense and invoice solutions in a single-phase project, prior to the firm's fiscal year-end. With complex routing rules, multiple integrations, and a tight timeline, the firm partnered closely with their Emburse implementation manager to ensure the project stayed on track.

The firm met their implementation goal and rolled the solutions out to employees through reference guides and training sessions. Employees are now empowered to track their expense reports and see where they are in the approval process. They have gained efficiencies from automation and enjoy modern capabilities, such as scanning invoices directly into the system.

GrayRobinson's finance team has seen momentous improvements in how invoices and expenses are submitted and paid. AP has full visibility and swift access to all expenses and invoices in the system, and no longer wastes time researching billing requests. Built-in rules and approval workflows automatically enforce compliance and require employees to submit documentation with their expense and invoice submissions. This makes it significantly easier for AP to confirm receipts and invoices, while duplicate checking rules have reduced redundant entries.

Within the first year of implementation, GrayRobinson achieved a return on their investment with Emburse. They've been able to reassign a full-time AP position and a half-time IT position to higher-value tasks. Emburse has enabled the firm to optimize and scale spend management, so as they continue to grow, human capital costs will remain relatively flat even with increased workflow.

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> **We looked at solutions offered through our bank, ADP, and other expense and invoice management providers like Concur and Aderant Expert. We selected Emburse because they offered the most modern, scalable solutions.**
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> **JESSE RUDOLPH**
> **Financial Analysis Manager**

About Emburse

Emburse offers a suite of award-winning expense and AP automation solutions. Emburse humanizes work by empowering business travelers, finance professionals, and CFOs to eliminate manual, time consuming tasks so they can focus on what matters most.