



GrayRobinson

CASE STUDY

GrayRobinson selected Emburse to drive process efficiency

GrayRobinson had an in-house, Microsoft Access-based system that was inadequate for its 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 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 its Aderant Expert financial system, Nuance scanning, credit card feeds, and foreign exchange processing. Emburse delivered on its needs, and more.

Challenges

- Manual process 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
- Kept human capital costs flat

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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
- Product:** Emburse Chrome River

“ 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.** ”

Jesse Rudolph
Financial Analysis Manager



Firm met implementation goals and achieved ROI within the first year

GrayRobinson's goal was to implement its 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, they partnered closely with their Emburse implementation manager to ensure the project stayed on track.

The firm met its implementation goal and rolled out the solutions 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 submitting and paying invoices and expenses. 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 its 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 enabled the firm to optimize and scale expense and invoice management, so as they continue to grow, human capital costs will remain relatively flat even with increased workflow.

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

Jesse Rudolph
Financial Analysis Manager

About Emburse

Emburse's expense, travel management, accounts payable, and payments solutions are trusted by more than 12 million professionals, including CFOs and finance teams, travel managers, and business travelers. More than 20,000 organizations in 120 countries, from Global 2000 corporations and small-medium businesses, to public sector agencies and nonprofits, count on us to manage expenses with ease, providing user-friendly tools and personalized support.

