



International Services, Inc.

CASE STUDY



HR consulting firm optimizes spend with analytics

With over 700 field employees, the magnitude of expenses (and all the processing that entailed) quickly outweighed ISI’s ability to process and report on key metrics. Knowing their current process was unsustainable and obscured visibility, they began looking for a technology solution that could scale while being intuitive and accessible.

ISI selected Emburse Certify to digitally transform their expense management process. Immediately they were able to capitalize on the digital receipt capture to improve accuracy and timeliness of expense submissions. Internal communication features helped streamline requests and boost productivity. Employees saw an uptick in output. Finance, though, was limited by the volume and depth of custom reports required by the organization.

Knowing how vital expense data was to optimize spend and improve compliance, senior expense administrator, Athena Gazikas, reached out for help. “I’d have a mini anxiety attack when leadership needed a new report built,” explained Gazikas. “We had over 16 reports, but we needed more granularity with the data to extract the insights we needed.” Additionally, Gazikas wanted to prove the value of their expense management solution in controlling fraud, non-compliance, and miscategorization of expenses. Her customer success manager suggested piloting Emburse Insight Advisor which includes Emburse Analytics Pro, to bridge the gap.

Challenges

- Time-consuming reporting process that lacked the depth finance needed
- High instances of non-compliance required frequent investigations
- Unable to quantify the value of T&E management

Results

- \$2m in annual savings after switching to Emburse solutions
- 300% faster expense reviews saved hours weekly and sped up reimbursements
- Captured \$500k+ worth of savings in three months with improved analytics



International Services, Inc. (ISI) takes a unique, hands-on approach to help organizations manage their most important asset—their workforce. Trained to take a proactive interest in HR issues, ISI directs efforts to monitor compliance, schedule training, and support clients throughout the employee life cycle.

Industry: Consulting

Headquarters: Chicago, IL

Products: Emburse Certify, Emburse Analytics Pro, Emburse Insight Advisor



There’s a huge difference between regular reporting from an expense solution and Emburse Analytics—it’s like going from a bicycle to a Ferrari.

RAMI SHUBBAK
Chief Transformation Officer



Improved visibility provides strategic insights

Before Emburse Analytics, Gazikas spent hours every week pulling data together from various sources to report on the business's financial health and provide strategic guidance. The primarily manual, Excel-based process was tedious. Often, she wasn't able to accurately report on critical metrics like weekly spending.

Even with these challenges, Gazikas was hesitant to add an analytics solution. "At first, I didn't think we needed Emburse Analytics," Gazikas voiced. "It's such a powerful tool, and we only needed specific reports. But using Excel was not the right solution."

The Emburse Insight Advisor team began by understanding ISI's top priorities and developing analytics to provide that visibility. "The EIA team was responsive and collaborative and took the time to listen to our needs. Then, they'd make it happen," shared Gazikas.

Before adding Emburse Analytics, the ISI team was manually recovering an average of \$300k in annual spend but couldn't put a value on their time. Now they're capturing \$500k in spend and processing more reports up to 300% faster and with a higher degree of accuracy than before.

"Emburse Analytics exceeded our expectations. Not only does it help us recover significant savings and work more efficiently, but it enables us to quantify the value of our expense management solution. So much value can be extracted from the data," Gazikas said. "The preferred vendors report and dashboard illuminate out-of-channel leakage and what that costs the business, and the audit dashboard helps identify big spenders and areas that need policy revision to increase spend control."

As ISI shifts all reporting to Emburse Analytics, they plan to leverage data to negotiate better terms with vendors. They'll give more users access to data, and use internal benchmarking to help employees compare their spending with their peers for hotels, mileage, and other expenses. The aim is to enable leaders and their teams to stay aware of spending habits to create a better, more responsible spend culture.

Benefits

- **Streamlined expense management**
Built-in rules simplified and automated processes, resulting in faster, more accurate reporting.
- **Gained efficiencies with managed services**
Emburse Insight Advisor services helped enhance reporting and saved finance time for more meaningful work.
- **Optimized spend data**
Emburse Analytics centralized spend data into stunning dashboards to support strategic business decisions and improve spend control.



Emburse solutions continue to make life better. The addition of Emburse Analytics has helped us uncover savings in multiple areas, while making our internal teams much more efficient. Having a dedicated team from Emburse to help answer questions and find better ways to manage data is beyond valuable.

ATHENA GAZIKAS
Senior Expense Administrator

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.