emburse

Pace University

CASE STUDY

University struggles to keep pace with disconnected systems

As a legacy Emburse customer, Pace University understood the benefits of automating expense management. Still, with an average of 1,000 expense reports and credit card reconciliations each month, the AP team struggled with a primarily manual audit process. Pace implemented a third-party audit solution to address this challenge, but this resulted in more issues.

According to Regina Beatty, Pace's Director, Accounts Payable, AP still spent more than 10 hours per month manually auditing, spot-checking, and dealing with false positives across two disconnected systems. This was because the third-party audit solution lacked integration with their Emburse expense solution. The compliance rules set up in their Emburse expense solution did not consistently translate into the audit tool, which flagged items incorrectly or not at all. Additionally, the tool could not separate expense reports and credit card reconciliations, which created more work for AP to double-check receipts and re-categorize expenses.

When Beatty heard Emburse's new solution, Emburse Audit, fully integrates with Emburse expense solutions and includes both technology and human audit components, she couldn't wait to switch.

Challenges

- Poor integration between Emburse expense and third-party audit tool
- Manual audit processes required 10+ AP hours per month
- High instances of missing receipts and lack of end user ownership

Results

- Eliminated 100% of manual auditing
- Reduced spot-checking by 75%
- Cut time spent on the audit by 50%+

PACE
UNIVERSITY

Founded in 1906, Pace University serves 13,000 students across three New York campuses. The university offers certificate programs as well as degrees in arts and sciences, business, computer science and information systems, education, law, and nursing.

Industry: Education

Employees: 4,500

Customer Since: 2015

Products: Emburse Chrome River, Emburse Audit

> "We wanted to streamline our spend management and expense auditing processes within one central platform. Emburse Audit made this possible by seamlessly integrating with our existing Emburse expense solution.

REGINA BEATTY
Director, Accounts Payable

Centralized solution provides tech-assisted human audit

With their prior audit tool, the university's AP team manually audited 25% of all expense reports and credit card reconciliations because there were so many inconsistencies between systems. A key benefit of upgrading to Emburse Audit was the automatic integration. Rules that already existed within Pace University's Emburse expense solution integrated seamlessly into Emburse Audit—centralizing the entire process and eliminating errors.

Emburse Audit's built-in rules and machine learning-based technology work in the background auditing Pace University's expense reports and credit card reconciliations. Any items the system flags as non-compliant automatically get sent to a human auditor for further review. Independent auditors then work directly with employees to resolve issues, with little to no intervention from the university's AP team. "A huge benefit of Emburse Audit is the independent auditor service. I have confidence in the technology itself, but knowing there are human eyes on any issues upfront before expense reports even reach our approvers is invaluable," said Beatty.

With Emburse Audit's technology-assisted expense audit service, manual auditing is a thing of the past. "The audit process is fully integrated within our Emburse expense solution," explained Beatty, "We no longer manually audit anything since we're 100% confident in the Emburse Audit solution. While we still spot-check certain items, we've reduced our volume of spot-checking by 75% which has cut the amount of time AP spends on the audit by more than half." Beatty's team is now able to spend more time on higher impact work.

In addition to saving time, Beatty raved about an unexpected benefit: increased end user ownership. Since implementing the solution, she's seen a significant decrease in the volume of returned expenses due to missing receipts. Employees are submitting all required information upfront since they know their submissions will go to an auditor if there's anything missing.

Benefits

- **Centralizes expense and audit processes**
  Emburse Audit seamlessly integrates with Emburse expense solutions, resulting in easier and more accurate auditing—all within a single, fully connected platform.

- **Reduces AP time spent on the audit**
  Machine learning-based technology automatically flags issues for further review by independent auditors who work directly with employees to resolve exceptions with minimal involvement from AP.

- **Creates a more responsible spend culture**
  Having a robust technology-assisted human audit solution in place encourages employees to submit more accurate expense reports and credit card reconciliations.

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> **Emburse Audit's tech-assisted human auditors are like an extension of our AP team. The technology catches compliance issues, and the independent auditors manage those exceptions directly with users. This saves us significant time.**
>
> **REGINA BEATTY**
> **Director, Accounts Payable**

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.