Pillow

NEXONIA CUSTOMER SINCE 2016

Company: Pillow Homes

Location: San Francisco, CA

Industry: Technology/ Hospitality

Company Size: 25-50

Accounting System: Intacct

Solution: Nexonia Expenses

Meg Escobar
Head of People Operations

without emburse nexonia

- Spending nearly 60 hours manually coding hundreds of company expenses each month.

- Relying on Excel spreadsheets to maintain and track data.

- Using an alternate expense software provider that didn't integrate directly with their accounting and billing systems.

with emburse nexonia

- Meg now has more than 50% of her time back to spend on other projects.

- Daily credit card feeds and a more direct product integration mean that coding is easy and expenses are automated.

- A better overall experience and more accessible support provided by Nexonia's Customer Success team.

> **At least half of my time is freed up to do other work now. The biggest results I've seen with Nexonia are that it's given me a lot of my time back and reduced my stress levels by quite a bit.** "

Meg Escobar, Head of People Operations, Pillow Homes

Like many tech startups emerging out of San Francisco, Pillow Homes is a rapidly growing business powered by employees who wear many hats. Overseeing internal operations while also helping to manage accounting and nance at Pillow Homes, **Meg Escobar** understands all too well that success is determined by maximizing limited resources. Realizing that her time was being drained with manual processes and expense coding, Meg resolved to nd a solution that would help automate these administrative tasks and integrate with their existing accounting and billing systems.

With the help of **Britiany Tompkins** at Unalp, an innovative CPA rm specializing in the accounting needs of startups and small businesses, Pillow Homes successfully leveraged Nexonia's expense platform to drastically reduce manual data entry and free up company resources. In an interview with the Nexonia team, Meg and Britiany explain how their experience working with different expense software providers ultimately led them to choose Nexonia for better expense automation.

How did you manage company spending prior to discovering Nexonia?

Meg: With our previous accounting rm, they recommended that we dump all of our credit card and checking account information into a big Excel worksheet. Once the statement came in at the end of the month, we basically just

coded everything all at once. Our team has several company cards as well as PEX cards, all assigned to different accounts. Because of this, there would be over 400 transactions in one account alone, so I would essentially be spending a whole week and a half coding all of the expenses in Excel.

" In my experience, Nexonia's support is exceptional, and that is extremely important when choosing a solution for my clients. "

Britiany Tompkins, Director of Operations, Unalp CPA Group, Inc.

Britiany: As you can imagine, it was extremely time and labor intensive for Meg. When Unalp began to help Pillow Homes, they were a bit under the gun because we couldn't produce their nancial statements without all of those expenses. It was a crunch to get Meg the data, and then give her enough information to code the hundreds of transactions. When Meg completed the coding, we still had to manipulate it, import it into the system, make sure that there weren't any duplicates, and then reconcile. There were a lot of moving parts that we all had to keep track of, and it just wasn't a sustainable accounting model.

Can you tell us a little bit more about what challenges your business was facing and what prompted you to finally look for a solution?

Meg: First of all, we really needed something that could save us time. Each person does so much here at Pillow Homes, so a project that takes up to a week and a half to complete is a huge drain on company resources. All of that manual work really stresses you out the entire

time because not only are you hoping to get it all done in a certain timeframe, but then you have investors asking, "Where's our financials?" It got to the point where I threw my hands up in the air and said, "I can't even get through the weeds!" The original code of accounts was pretty standard, but we would come up against an issue and ask ourselves: "How do we code this? This isn't something we typically see." There were several items within our business that made coding very complicated.

For some reason, everything was getting dumped into deferred revenue. It was a batch of things that we couldn't update at one time, because it was all in Excel worksheets. We'd have to go in and update the code of accounts and it was very difficult and tedious. The whole process became even more complicated when we'd send these Excel les back and forth and occasionally an outdated Excel sheet would be used by accident, mixing everything up. It was just a terrible process.

Britiany: When we took over Pillow Homes's accounting from their prior rm, this expense coding issue was the first thing that Meg brought to our attention right away. We realized not only was she spending time that could be spent elsewhere, but it would also be inefficient for my staff to take on that manual work as well. It was really mutually bene cial to come up with a technology solution that would make things more automated. Since I've been using Nexonia for a few years now, I immediately knew it would be a good fit for Meg.

Did you have a set of criteria that you were looking for when considering moving forward with Nexonia's expense solution?

—

Britiany: The expense technology had to have a direct feed so that we were no longer downloading and dumping all of the data into Excel. We wanted to completely remove Excel from the process entirely. It also had to sync with our accounting systems that we're using, but it was also important that the expense application be user-friendly; not everyone at Pillow Homes is an accountant.

Although you're familiar with Nexonia, what prompted you to choose that solution over other competitors?

—

Britiany: I've tried other competing expense solutions in the past and in my opinion their integrations do not work how they say it will. Those products are not as user-friendly as Nexonia's, and their customer support is lackluster. I know from experience that when you have systems integrating with each other, you really need that customer support in place so that when issues arise, you can get things fixed quickly. In my experience, Nexonia's support is exceptional, and that is extremely important when choosing a solution for my clients.

What specific results have you seen so far from implementing Nexonia?

—

Meg: Nexonia updates credit card feeds daily, so whenever I'm able to nd a couple of minutes I just open up the app and code really quickly to get it out of the way. That way, I don't have a huge stack of coding to do the following week. This really frees up my time because I never know when I'm going to get ve minutes.
Just removing the process of a monthly data coding nightmare has de nitely reduced my stress levels! Before Nexonia I always thought, "Oh no, it's the end of the month! I'm going to get a huge Excel le and then I'm not going to be available for a week and a half." As I said, it was really stressful. Now with Nexonia, I would say that at least half my time is freed up to do other work. The biggest results I've seen with Nexonia are that it's given me a lot of my time back and reduced my stress levels by quite a bit.

What do you like the best about using Nexonia?

Meg: When I compare working with Nexonia to my previous process, having the code of accounts just drop down whenever I need it instead of typing out each account is a huge timesaver. Coding overall is a breeze with Nexonia. I also think the PEX integration with Nexonia is amazing! Having our PEX cards integrate was always really difficult when we used other expense management platforms in the past, so we're very happy with the product integration we have with Nexonia.

Is there anything else you'd like people to know about your experience with Nexonia?

Britiany: Overall, we've really enjoyed working with Nexonia. The Nexonia team are very helpful; whether it's a phone call or an email I know I can always get a hold of somebody. Not only has Meg seen all of these ef ciencies on her side, but from the accounting end we're now able to get Pillow Homes' expenses into the accounting system on a weekly basis rather than monthly. We have better, more accurate data throughout the month and we're not behind on reporting. I think that in today's world it's more important than ever to have your financial information up-to-date. We're able to get that with Nexonia.

emburse

✕ nexonia

See how Nexonia can help your team!
Book your personalized demo: **nexonia.com/demo**