



Hall & Wilcox

CASE STUDY

Seeking efficiency gains, Hall & Wilcox upgraded to Emburse

Before Emburse, Hall & Wilcox used an expense solution with limited capabilities and lacked integration with their financial system, Aderant. As a firm with complex billing requirements, their AP team had to create manual workarounds to check for duplicate data and validate that expense reports with billable charges matched the credit card feeds. For invoice management, the firm used a tool that offered some digital functionality, but without automation features like OCR, it was still a largely manual process.

Seeking efficiency gains, Hall & Wilcox wanted to upgrade to a central, cloud-based solution that could automate expense and invoice processes. They also wanted to enable employees to thrive with more time for meaningful, client-focused work.

They selected Emburse because it was the most cost-efficient yet feature-rich solution on the market, with an excellent reputation in the legal industry. They felt Emburse was more innovative and adaptable than other solutions and could scale easily to address their evolving needs.



Hall & Wilcox is a leading Australian-based law firm whose “smarter law” approach includes providing innovative technology, pricing, and resourcing to offer legal solutions that are better, faster, and more cost-effective. Through this approach, the firm’s mission is to enable its clients, employees, and communities to thrive.

Industry: Legal

Employees: 1,000

Customer since: 2018

Product: Emburse Chrome River

Challenges

- Disconnected systems lacked integrations
- Limited automation capabilities
- Unable to support remote, mobile work
- Extensive manual processes to validate data

Results

- Saved finance 20+ hours per month
- Drove compliance with automated rules and integrations
- Humanized work by eliminating mundane tasks and enabling mobility
- Supported growing volume without requiring new headcount

“Emburse supports our “smarter law” culture by providing **innovative, constantly evolving technology** that helps our firm, our people, and our clients thrive.

Melissa Grant
Financial Controller



Firm saved 20 hours per month, enabled higher-value work

Emburse aligns with Hall & Wilcox's mission to provide innovative technology solutions for its employees and clients. According to Melissa Grant, the firm's Financial Controller, Emburse's collaborative approach to implementation and ongoing service was a key factor in their decision. "Emburse listens to our needs and works with us to find the best solutions for our business." Additionally, Emburse offers an online community where customers can share best practices and product feedback. "The community has been really valuable in terms of shared learning opportunities and connecting with other users, both in and out of the legal industry. I have found it to be a unique resource that many other providers do not offer."

Emburse integrates with the firm's financial system to streamline expense and invoice processing and supports daily credit card data feeds with automatic receipt image matching. Automated rules and workflows have improved compliance and eliminated the risk of duplicate data and the need for manual validation, saving the finance team more than 20 hours per month that can be spent on more analytical work to support the firm's growth.

The team can now easily manage more invoices, credit card expenses, and employee reimbursements without increasing manual processing. Features like pre-approval for expense and purchase order for invoice provide further automation and cost controls as the firm navigates evolving conditions and business requirements.

As a cloud-based solution with advanced mobile and OCR capabilities, Emburse streamlines spend management processes and enables employees to access the solution from anywhere, anytime. Users can easily submit expense reports and invoices with a few clicks of their mobile device, and managers can approve directly via email. This saves time and makes approvals and reimbursements much faster, which has resulted in happier employees and improved morale across the firm.

“ Emburse has a very collaborative, human approach to working with customers, and **sincerely wants us to succeed.**”

Melissa Grant
Financial Controller

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.

