



Natural History Museum of Los Angeles County

CASE STUDY

NHM leveraged Emburse Adopt for system enhancements and training

Seeking to automate and digitize previously manual processes, the Natural History Museum of Los Angeles County (NHM) implemented Emburse for expense and invoice management. Five years later, business priorities, market conditions, and new leadership prompted the team to refresh their Emburse solutions setup.

According to Stephen De La Rosa, Controller at NHM, the original configuration no longer fit their business needs. Many of their approval routing rules needed to be updated, and new features in Emburse were underutilized. The team lacked confidence in their processes and data. As a result, they were spending time on manual tasks that should have been handled automatically. "As the new Controller, I wanted to understand how to use, maintain, and update Emburse to support our current workflows. I knew what the solution was capable of and that it was not being used to its full extent."

To bridge the gap, NHM partnered with the Emburse Adopt services team on a 90-day program to optimize their existing expense and invoice solutions, assist with change management, and help train the new finance team.

Challenges

- Outdated approval routing rules
- Underutilized features
- Limited data visibility
- Needed hands-on training

Results

- Simplified approvals by eliminating 190+ rules
- Achieved 100% confidence in the audit
- Saved five hours per week
- Improved data accuracy



The Natural History Museum of Los Angeles County is the largest natural and historical

museum in the western United States. Its collections include over 35 million specimens and artifacts from the last 4.5 billion years. In addition to sharing the planet's story, the museum explores transformations taking place today, both in Los Angeles and the world.

Industry: Non-profit

Employees: 500

Customer since: 2016

Products: Emburse Chrome River, Emburse Adopt



As a long-standing Emburse customer, the Emburse Adopt program was the reset we needed to optimize outdated processes and identify areas for additional training.

STEPHEN DE LA ROSA
Controller



Simplified approval processes, gained time and control

Partnering with Emburse Adopt, NHM improved compliance by simplifying routing and approvals, saving finance approximately five hours per week. They implemented more flexible rules based on code types and user roles, and cut the number of rules from 200 to eight (a 95% reduction). The addition of credit card feeds expedited expense reporting by automatically reflecting 100% of credit card expenses in the system. “Everything is more efficient and accurate since completing the Emburse Adopt program. We’re happy with the updates, and trust how our Emburse solutions are configured.”

De La Rosa used some of the time saved to train new administrators. Additionally, the team learned how to utilize self-service features, which provide even more control and time savings. “Now we can test and implement many changes on our own with confidence, without going through the Emburse support team.”

Increased data visibility, improved the audit

Prior to the Emburse Adopt program, NHM had limited visibility and trust in their spending landscape. Data exports were manually updated and customized, because the team was not using Emburse’s latest reporting and analytics features. Through Emburse Adopt, NHM received training on optimizing their data, such as adding the location field for a more precise view of spending at each museum. “Our data is now accurate and accessible on a granular level, which will help us identify better spending habits and areas for savings.”

This granularity will greatly improve NHM’s audit, as well. “As a non-profit organization, we need to report exactly how we spend funds. Now that we’ve enhanced our Emburse solutions, we’re 100% confident in our audit trail.” With clear and accurate data, NHM expects to have an easier time securing additional funding in the future.



The Emburse Adopt program helped streamline our expense and invoice solutions to align with current business priorities and workflows. In the process, we gained back time and increased control.

STEPHEN DE LA ROSA
Controller

About Emburse

Emburse is the global leader in spend optimization. Our expense, travel management, purchasing and AP, and payments solutions are trusted by 12 million business professionals, including CFOs, finance teams, and travelers. More than 18,000 organizations in 120 countries count on us to deliver positive financial outcomes. We humanize work.

