



# Haynes and Boone

## CASE STUDY



### Haynes and Boone selected Emburse over Concur

Haynes and Boone’s manual expense and invoice management involved a labor-intensive two-step process. Employees entered data into a spreadsheet and then sent it through interoffice mail for approval. Once approved, the spreadsheet was forwarded to AP for entry into the firm’s financial management system, Elite.

The firm wanted to automate these processes. Goals included increasing efficiency, simplifying expense and invoice management, and gaining a digital audit trail for all approvals and pre-approvals. The finance team was keen to speed up employee reimbursement by leveraging technology to automatically enforce the firm’s expense policies and accelerate approval time. In addition, they wanted to increase employee accountability and create a more responsible spending culture.

Haynes and Boone evaluated Emburse and Concur. The firm selected Emburse because of its extensive expertise with legal industry clients. Another factor was Emburse’s ability to easily integrate with the firm’s other systems, including Elite, Interaction CRM, Global Exchange foreign payment processing, and American Express.

### HAYNES BOONE

Founded in 1970, Haynes and Boone is an international corporate law firm with 19 offices in the U.S., Mexico City, and Shanghai. Haynes and Boone is an American Lawyer top 100 firm, and is recognized for its excellence in client service in more than 40 major legal practice areas.

**Industry:** Legal

**Employees:** 650

**Customer since:** 2011

**Product:** Emburse Chrome River

#### Challenges

- Labor-intensive, paper-based processes
- Disconnected systems required double data entry
- Difficulty enforcing and tracking compliance
- Slow approval and reimbursement times

#### Results

- Implemented a 100% paperless system
- Recovered costs faster and reduced write-offs
- Expedited approvals and payments
- Improved compliance, enforced responsible spending
- Gained visibility, control, and a digital audit trail

“The firm wanted an automated solution that would **increase employee efficiency** by eliminating two-step data entry while **enforcing the firm’s expense policies and accelerating the approval time.**”



## Firm increased control by automating expense and invoice management

First, Haynes and Boone implemented Emburse's enterprise expense solution, initially rolling it out to their accounting department before expanding firm-wide. Next, the firm implemented the enterprise invoice solution in the same fashion but required less training as users were already familiar with the Emburse interface.

Haynes and Boone's users appreciate the many benefits they realize from automating their manual expense reporting and accounts payable processes. The firm can flexibly configure many functions on its own without assistance, including adding GL accounts, mapping to GL accounts, adding vendors, and reassigning approval roles. As Haynes and Boone continues to evolve, it can frequently and easily modify approval levels and routing rules within its Emburse solutions to adapt to changing business needs.

## Haynes and Boone gained efficiency, accelerated payment turnaround time

Expense reports are automatically checked for policy compliance and flagged if they fall outside the firm's guidelines. Expenses and invoices are automatically routed to the appropriate approver, who can review the details online or via mobile device. Enforcing adherence to policies empowers the firm to require greater accountability for expenses and their associated budgets. Users can track where an expense or invoice is in the workflow process, giving them greater visibility and ownership.

Haynes and Boone met its goal of reducing the time it takes to approve and pay invoices and expenses. Emburse enabled the firm to minimize turnaround from the time an expense is incurred to the time it is reimbursed, billed, and collected, which allows the firm to recover costs more quickly, reduce write-offs, and improve employee satisfaction. In addition, the firm reduced costs associated with the purchase and storage of paper, thanks to a paperless system that provides an electronic audit trail.

### 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.

