



# Bryan Cave Leighton Paisner

## CASE STUDY

### BCLP automated expense and invoice management

Prior to automating expense and invoice management, employees at Bryan Cave Leighton Paisner (BCLP) used Excel spreadsheets with stapled paper receipts to record their expenses, then manually routed them for signature and approval. The AP team manually entered the spreadsheet data into their financial management system, Elite; however, expense data was often inaccurate or incomplete.

BCLP wanted a solution that could automate manual workflows, increase accuracy and efficiency, reduce human errors, and recover valued added tax (VAT). After evaluating Emburse and Concur, BCLP selected Emburse because of its expertise in the legal industry and its ability to easily integrate with the firm’s other technologies, including Elite, Blade, Opes, and Reed & MacKay Travel. In addition, BCLP felt Emburse offered the most intuitive user experience.

**Challenges**

- Time-consuming manual processes
- Inaccurate and incomplete expense data
- High risk of human errors
- Lack of VAT recovery

**Results**

- Drove efficiency and control through automation
- Enforced higher levels of data hygiene for more accurate reporting
- Gained VAT reclaim in excess of 12%
- Reduced write-offs



**Industry:** Legal

**Lawyers:** 1,200+

**Customer since:** 2013

**Product:** Emburse Chrome River, Emburse Solution Administrator

“ Our manual expense and invoice management processes had become too **time-consuming**, at times inaccurate and incomplete, and **riddled with human errors**.

### About

Since its establishment 150 years ago, Bryan Cave Leighton Paisner has grown into an international powerhouse with over 1,200 lawyers across 31 offices in North America, the UK, Europe, the Middle East, and Asia. The firm represents public and private companies, governments, individuals, and not-for-profit organizations from a variety of sectors.



## BCLP addressed change management with a phased rollout

The firm implemented Emburse's enterprise expense, invoice, and pre-approval solutions at the same time through a phased rollout across global regions—starting with the UK, then Belgium, the United Arab Emirates, Asia, Germany, and Moscow.

BCLP's AP team managed the rollout with pilot groups, classroom style training sessions, and in-app reference guides. While change management was initially challenging for some employees, they quickly understood the benefits of automation and the associated time and cost savings.

## Firm generated savings, increased visibility and control

Since implementing Emburse, BCLP gained more visibility into costs, increased controls around spending behaviors and approvals, and improved compliance. System-built rules enforced higher levels of data hygiene and the application of appropriate allocation codes, which reduced write-offs. BCLP's reporting is much more granular now, and the firm can easily extract historical data in Emburse to inform internal policies and address evolving business requirements.

By automating processes, BCLP was able to achieve cost savings by requiring fewer contract staff within the AP department. Additional savings came from VAT reclaim, with reclaimable tax on expenses up in excess of 12% after the first year.

What the firm enjoys most about partnering with Emburse is the continuous product innovation and support. According to the BCLP team, "Emburse is always rolling out new features to improve the software, which as a result, helps the firm improve its processes. This makes our investment in Emburse well worthwhile."

Next, BCLP wants to dig into Emburse Analytics, which will add value by providing detailed, real-time information around budgets and spending trends. Additionally, they look forward to continuing to partner with their Emburse Solution Administrator services team to analyze usage and make suggestions on how to best utilize their Emburse solutions.

“ With Emburse, capturing VAT alone has generated significant savings.

**Reclaimable tax on expenses is up in excess of 12% after the first year.**



### 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.