



# Austin Powder Company

## CASE STUDY



### Austin Powder selected Emburse to automate inefficient processes

Austin Powder has been an innovator in industrial explosives for nearly two centuries, but when it came to expense management, it was operating in the dark ages. Its manual system consisted of printed Excel sheets with attached receipts. In addition to being a poor user experience, it was inefficient and risky, leaving ample opportunity for human error, duplicate submissions, and no way for AP to enforce policy or track approvals easily.

Employees frequently travel to remote locations such as mines and construction sites with limited connectivity or computer access, making the already painful task of expense reporting more arduous. Without a convenient mobile solution, many field employees saved receipts for months, or even an entire year, before submitting them for reimbursement. Once an expense report was submitted, it could take up to a month to fully process.

Austin Powder selected Emburse to automate and simplify inefficient processes so employees could focus on their core mission of building communities without being bogged down by expense reports.

#### Challenges

- Inefficient and high-risk manual processes
- Difficulty enforcing policy and tracking approvals
- Infrequent expense report submissions
- Lack of a mobile solution contributed to a poor user experience

#### Results

- Built-in rules improved T&E policy adherence and expedited approvals, resulting in 75% faster reimbursements
- Mobile connectivity empowered more frequent expense submissions
- Gained efficiency and data visibility by integrating expense, card, ERP, and HR systems
- Gave employees significant time back to focus on growing the business



### AUSTIN POWDER

Austin Powder was established in 1833 to support a young, growing American economy with black powder explosives. Today, the company maintains its family values and continues to build and improve communities worldwide by providing the highest quality emulsions, electronic detonators, and technical and blasting services to the quarrying, mining, construction, and oil and gas industries.

**Industry:** Manufacturing

**Employees:** 1,200

**Customer since:** 2017

**Products:** Emburse Chrome River, Emburse Cards

“ Our manual process was costly, time-consuming, and high-risk. **We needed an automated, mobile solution to bring us into the twenty-first century.** ”

**Shelton Palmer**  
Expense and Card Administrator



## Built-in rules, mobile features, and integrations expedited reimbursement by 75%

Mobility and scalability were key decision drivers in upgrading to Emburse. Austin Powder wanted a flexible solution that could grow with the organization as it expands internationally. Emburse's in-language solutions and currency conversion capabilities enable Austin Powder to scale without hurdles.

Additionally, they found that Emburse's mobile experience was superior to competitors like Concur. With on-the-go receipt capture and submission features, travelers no longer have to save paper receipts or wait until they're at a computer to submit an expense report—it can all be done from the convenience of a smartphone in a matter of minutes. Field employees found the mobile solution intuitive, resulting in frequent expense report submissions and a friendly competition among colleagues to see who could snap, submit, and get reimbursed the fastest. According to Shelton Palmer, Expense and Card Administrator at Austin Powder, "Emburse is the most feature-rich yet cost-effective solution. We can now reimburse travelers up to 75% faster."

Austin Powder saw compliance improve significantly as built-in rules eliminated the risk of duplicate and out-of-policy submissions. Data from Emburse enables the AP team to track spending trends for more accurate budget forecasting, and integrations streamline data exchange between its Emburse expense solution, corporate credit card, ERP, and HR systems.

The need for human input has been greatly reduced. System-built automation eliminated manual errors and resulted in drastic time savings. Expense report validation and data entry tasks that required hours of manual work prior to Emburse can now be completed in minutes; while expense reports that used to take up to a month to process are now typically reimbursed within just one week. "We've saved time on the necessities so that we can focus on the possibilities," said Palmer. Time saved is now directed to more impactful tasks, like powering communities and scaling the organization.

“ Emburse saves us time so we can **focus on our mission of building and improving communities around the world.**”

**Shelton Palmer**  
Expense and Card Administrator

### 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.

