



# International Services, Inc.

## CASE STUDY



### HR consulting firm improved spend control with analytics

With more than 700 field employees, International Services, Inc. (ISI) processed a high volume of expenses each month but needed more visibility into key spending metrics. They needed a scalable, easy-to-use solution to automate processes and increase visibility.

ISI selected Emburse for expense management and immediately capitalized on the digital receipt capture to improve the accuracy and timeliness of expense submissions. Internal communication features helped streamline requests and boost productivity. Employees saw an uptick in output. Finance was still limited by the volume and depth of custom reports required by the organization.

Knowing how vital expense data was to control spend and improve compliance, Senior Expense Administrator, Athena Gazikas, reached out for help. "I'd have a mini anxiety attack when leadership needed a new report built," explained Gazikas. "We had over 16 reports, but we needed more granularity with the data to extract the insights we needed." Additionally, Gazikas wanted to use data to prove the value of their Emburse expense solution in controlling fraud, non-compliance, and miscategorization of expenses. She implemented Emburse Analytics Pro and the Emburse Insight Advisor service to bridge the gap.

**Challenges**

- Time-consuming reporting process that lacked the depth finance needed
- High instances of fraud required frequent investigations
- Unable to quantify the value of T&E management

**Results**

- \$2m in annual savings after switching to Emburse solutions
- 300% faster expense reviews saved hours weekly and sped up reimbursements
- Captured \$500k+ worth of savings in three months with improved analytics



International Services, Inc. (ISI) takes a unique, hands-on approach to help organizations manage their most important asset—their workforce. Trained to take a proactive interest in HR issues, ISI directs efforts to monitor compliance, schedule training, and support clients throughout the employee life cycle.

**Industry:** Consulting

**Employees:** 1,200

**Customer since:** 2018

**Products:** Emburse Certify, Emburse Analytics Pro, Emburse Insight Advisor

“ Emburse solutions continue to make life better. **The addition of Emburse Analytics has helped us uncover savings in multiple areas while making our internal teams much more efficient.** Having a dedicated team from Emburse to help answer questions and find better ways to manage data is beyond valuable.

**ATHENA GAZIKAS**  
Senior Expense Administrator



## ISI recovered \$500k in spend

Before Emburse Analytics, Gazikas spent hours every week pulling data from various sources to report on the business's financial health. The primarily manual, Excel-based process was tedious. She often couldn't accurately report on critical metrics like weekly spending. Despite these challenges, Gazikas was hesitant to add an analytics solution. "At first, I didn't think we needed Emburse Analytics. It's such a powerful tool, and we only needed specific reports. But using Excel was not the right solution."

The Emburse Insight Advisor team began by understanding ISI's top priorities and developing analytics to provide that visibility. "The EIA team was responsive and collaborative and took the time to listen to our needs. Then, they'd make it happen," said Gazikas. Before adding Emburse Analytics, the ISI team was manually recovering an average of \$300k in annual spend but couldn't put a value on their time. Now, they're capturing \$500k in spend and processing more reports up to 300% faster and with higher accuracy than before.

According to Gazikas, finance now has time to focus on more strategic work and elevate its impact within the organization. "I've gained an entire day back in my work week that was previously dedicated to building reports—now I can instantly access data and run reports in a matter of minutes."

## Increased visibility drove business impact

"Emburse Analytics exceeded our expectations. Not only does it help us recover significant savings and work more efficiently, but it enables us to quantify the value of our expense management solution. So much value can be extracted from the data," Gazikas said. "The preferred vendors report and dashboard illuminate out-of-channel leakage and what that costs the business, and the audit dashboard helps identify big spenders and areas that need policy revision to increase spend control."

As ISI shifts all reporting to Emburse Analytics, they plan to leverage data to negotiate better terms with vendors. They'll give more users access to data and use internal benchmarking to help employees compare their spending on hotels, mileage, and other expenses with their peers. The aim is to enable leaders and their teams to stay aware of spending habits to create a more responsible spending culture.

“ There’s a huge difference between regular reporting from an expense solution and Emburse Analytics—**it’s like going from a bicycle to a Ferrari.**”

**RAMI SHUBBAK**  
Chief Technology Officer

## About Emburse

Emburse makes complex expense management simple. We deliver efficiency and time savings, increase financial visibility, enhance spend control and compliance, and improve the business travel experience. More than 20,000 organizations worldwide count on us to manage their expenses with user-friendly tools and personalized support.

