



# Hinshaw & Culbertson LLP

## CASE STUDY



### National law firm switched from Concur to Emburse

Hinshaw & Culbertson's paper-based accounting processes needed to be more scalable. They implemented Concur to automate expense management but soon found that the solution needed to be more robust in its capabilities and suited for the complex rules and billing needs required in a legal environment.

Additionally, the firm was still managing invoices manually. With 3,200 invoices per month, the AP team was burdened with tedious data entry and auditing tasks. The process was inefficient and error-prone. Seeking a better solution for both expense and invoice management, Hinshaw switched to Emburse.

#### ⚠ Challenges

- Concur could not support expense management requirements
- Inefficient AP processes required extensive data entry and audit
- 530+ hours per month spent manually processing invoices

#### ✓ Results

- Reduced invoice processing time by 90%
- Expedited client billing with card integrations
- Reduced risk and increased spend visibility
- Enabled higher-value AP work



Hinshaw & Culbertson LLP is a U.S.-based law firm with offices nationwide. The firm's reputation spans the insurance, financial services, and other highly regulated industries. Hinshaw counsels the professional services sector and provides business advisory and transactional services to clients of all sizes.

**Industry:** Legal

**Employees:** 1,000

**Customer since:** 2018

**Product:** Emburse Chrome River

“ We're happy we switched from Concur. Emburse automated many AP tasks and cut invoice processing time by 90%, resulting in more time for higher-value work.

**ADRIENNE KUHEL**

Accounting Operations Manager



## Firm cut invoice processing time by 90%

Tisha Swihart, Director of Accounting at Hinshaw, was impressed with Emburse's ability to build custom configurations, rules, and integrations to meet the firm's requirements. "We switched to Emburse because Concur could not provide the flexibility we needed. The fact that Emburse has expertise in the legal industry was a huge bonus." In addition, the rules builder functionality enables them to easily modify the system to address evolving needs and drive compliance.

Hinshaw implemented credit card integrations and electronic invoicing to streamline AP processes and increase spend control and visibility. As a result, the firm expedited client billing for more timely payments and reduced invoice processing time by 90%, going from 10 minutes per invoice to less than two minutes.

The AP team gained significant time back for more strategic work. They are eager to explore additional areas for optimization, such as implementing B2B vendor payments and leveraging Emburse Analytics data to build more robust travel policies and negotiate better vendor rates.

“ Emburse exceeded our expectations, and we are eager to continue to use the new products and features they're rolling out. The best part is that **they listen to their clients and allow us to have a voice in the product enhancement process, which is a really unique benefit.**

**TISHA SWIHART**  
Director of Accounting

## 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.

