



## CASE STUDY

# University of New Mexico

### UNM sought to eliminate manual tasks

Before Emburse, The University of New Mexico (UNM) managed expenses and invoices manually. The paper-dependent system required multiple steps and could take up to two weeks for expenses and invoices to be processed and paid. Finance transported documents across campus for signature physically, then manually filed them for the audit. Seeking to eliminate tedious tasks and empower users with a more intuitive solution, UNM implemented Emburse.

#### Challenges

- Manual, paper-based work
- Inefficient use of resources
- Slow reimbursement time
- Poor user experience

#### Results

- Saved 35,000 hours annually
- Cut processing steps in half
- Sped reimbursement by 75%
- Reduced carbon footprint

### Improved visibility, saved time and paper

UNM streamlined expense and invoice workflows in Emburse, eliminating manual work and increasing visibility. Electronic routing rules and PCard integrations automatically enforced compliance, which cut processing steps in half. As a result, UNM reduced reimbursement time by 75%, saved 800,000 sheets of paper (equivalent to 96 trees), and recovered 35,000 hours of expense processing annually.

#### About Emburse

Emburse makes expense management simple. We deliver efficiency and time savings, increase financial visibility, enhance spend control and compliance, and improve the business travel experience.



Industry: Higher Education

Employees: 13,000

Customer since: 2016

Product: Emburse Chrome River

2023 Emburse Champion Awards winner:  
Ultimate Advocate

Founded in 1889 as New Mexico's flagship institution, The University of New Mexico is the state's premier institution of higher learning and health care. The university promotes discovery, generates intellectual and cultural contributions, honors academic values, and fosters an educated, healthy, and economically vigorous New Mexico.

“ We pivoted from a paper mess to a process with significantly less back and forth that keeps users informed regardless of their location.

Lorrie Black  
Senior Business Analyst

