

CASE STUDY

Multinational Conglomerate Corporation

Oversight for Purchase Card and Travel & Expense Monitoring

COMPANY

- Fortune 500 American multinational conglomerate corporation
- Founded in 1892, with over 305,000 employees operating in 170 countries
- Estimated \$148.5B in revenue
- P-Card Program: AMEX
- Travel & Expense Software: Concur
- Card: AMEX

BUSINESS CHALLENGE

- Previous process for analyzing program spend was largely manual and sample based
- 50+ FTEs involved in sample review
- Random samples were not reliable in identifying improper T&E activity
- Audit coverage was hindered due to large volume
- Limited capability to influence employee behavior and assess policies
- Lacking an overall compliance system

SOLUTION

- The client implemented Oversight to monitor 100% of their P-Card and T&E transactions.
- Insights, or pre-packaged analytics, layered with the client's policies help to identify potential irregularities in their expense transactions

- An analyst Workbench facilitates the review, research, and resolution of findings by the use of built-in workflow capabilities and case management
- A management Dashboard displays graphical, aggregated views into spend as they relate to policy compliance and exception analysis

BENEFITS

- The client increased their audit scope from sample-based reviews to 100% automated review with an emphasis on policy effectiveness, employee behaviors, and the root causes of policy violations.
- \$8M+ identified in actionable findings in first year.
- Minimize out of pocket activity and maximize preferred supplier use
- Reduced LOE to review exceptions from 50+ FTEs to 10.
- Eliminated manager approvals for several expense types