Oversight
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Global Foodservice Retailer

T&E Program Monitoring

Primary System: Custom, Amex

Go-Live Date: September 2006

COMPANY

- The leading global foodservice retailer with more than 32,000 restaurants serving more than 60 million people in 117 countries each day
- 75% of the restaurants worldwide are independently owned and operated
- 2009 annual revenue of $22.6 billion

BUSINESS CHALLENGE

- Internal culture that viewed the T&E card as one of entitlement as well as a benefit leading to misuse and corporate liability
- Recent centralization of the T&E compliance audit into the Shared Services Center identified inappropriate employee behavior at approximately 75%
- Risk to the brand if effective controls were not implemented

SOLUTION

- Automation of in-process T&E card review
- Distribution of exceptions managed through automated workflow

BENEFITS

- Employee misuse reduced to 5% of total transactions within first three months of go-live
- Facilitated a common dialogue between operations and corporate finance and the ethics and compliance division
- 66% headcount reduction within the SSC team responsible for manual T&E review

ABOUT OVERSIGHT

Oversight is the world's leading provider of AI spend management and risk mitigation solutions, digitally transforming how large organizations analyze and mitigate their enterprise spend risk - across travel & expense, purchase card (p-card) and payables entries. Working across these disparate financial data sources, Oversight leverages patented and proven analytical techniques to automatically uncover potential fraud, misuse, and errors, as well as hidden risks and patterns that would lead to greater financial loss if left undetected. Oversight helps create a culture of compliance that reduces out-of-policy spending by 70% while maximizing audit efficiency and eliminating cash leakage.

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360 Interstate N Parkway, Suite 300, Atlanta, GA - 30339
Oversight.com
+1 770.984.4600