

Efficiency, Compliance, Cost  
Reduction...delivered

## The Background



Founded more than fifty years ago, a&o is an established IT infrastructure, support and service management services provider delivering solutions to commercial, public sector and IT partners across more than 100 countries worldwide. A&o provides IT services for clients such as HP, HCL, EC Harris, Trafford Council, Cheshire County Council and Reebok.

Previously, a&o's expense management process was a manual, paper-based process with claims submitted to the central payroll team to generate payments through the monthly payroll. The process was time consuming for both claimants and the business, calling for internal resources to be used on this non-value adding task. Additionally, claimants had to chase authorisers throughout a widely dispersed organisation. For a more efficient solution to its employee expenses, a&o turned to GlobalExpense, the leading end to end expense management solution in Europe.

## The Challenges



The previous system at a&o had a number of issues associated with it. These included:

- Administration – the claims were manually processed and payments made through the monthly payroll, making policy control and enforcement and ensuring compliance a time consuming drain on internal resources
- Approval process – claimants often had to wait to see their line managers and get claims signed off and authorised thanks to the dispersed nature of the workforce at a&o
- Compliance – ensuring compliance for VAT and Income Tax in the face of changing regulatory requirements was a difficult task for a&o, with potential breaches risking a failed audit and the business potentially missing out on recoverable VAT

A&o wanted to remove the processing, audit and payment functions from the business whilst benefitting from complete visibility over its expense spend and a faster solution to employee expenses. By working with GlobalExpense, a&o has entirely removed the painful, high volume low value processing and payment function from its central business functions. Significant benefits of working with GlobalExpense have included:

- Cutting the amount of time taken to process claims and speeding up payment to claimants, with claims made by staff over the internet at any time to suit the claimant and are paid into the account of their choice
- Improved visibility and tracking for claimants and for the business, and allowing authorisers to check and approve claims anywhere over the internet

## KEY FACTS



*Client*

## A & O Systems and Services UK Ltd



**No. of receipts per month:**  
1250 on average per month

**Number of claimants:**  
180 on average per month

**Previous system:**  
Paper based manual system  
paid monthly through payroll

## KEY BENEFIT

**A faster, more  
efficient process for  
all, guaranteeing VAT  
and Income Tax  
compliance without  
the heavy  
administrative  
burden within the  
business**

### The Challenges (cont)

- Detailed management information quickly and easily available to identify individual claim patterns or issues, and help enforce the expense policy

As part of the end to end service, GlobalExpense delivers Income Tax and VAT compliance, allowing a&o to benefit from complete peace of mind for compliance. The automated policy enforcement tool helps a&o to highlight out of policy expense claims and ensure that the company only reimburses what should be reimbursed according to its expense policy. The business is now able to analyse its expense spend in detail, challenging spending patterns and individual claims to ensure productivity and effective budget control.

### The Impact



Following a smooth implementation, a&o went live with GlobalExpense in 2004. Thanks to the smooth transition management with GlobalExpense, what could have been a quantum leap for the business was simply a process improvement. Claimants and administrators have found the system easy to use thanks to the training provided, and are supported by Help Desk support. Claimants can now make and track an expense claim at any time, anywhere they like, and authorisers can do likewise.

Transferring the heavy administrative burden from a&o has enabled to business to save an estimated £20,000 per year, with additional benefits from increased Vat recovery, policy control and mitigating the risk of a failed audit. The management information and detailed reporting provided through GlobalExpense has improved the visibility and transparency of the company's expense spend, and detailed analysis is possible with a minimum of effort. Any future growth or structural changes with a&o can be easily catered for with GlobalExpense, making the system entirely future-proof.

### CLIENT QUOTE



**Chris Bamforth,  
Finance Director, A&O  
Systems and Services  
UK Ltd, said:**



***“Implementing GlobalExpense has made a huge difference to the business. After experiencing the in depth reporting, cost savings, speed of the system and peace of mind for compliance, we would never go back, and I would recommend it to other businesses.”***



***GlobalExpense – Europe's number one end to end expense management solution. Take control and cut costs with GlobalExpense!***