

Efficiency, Compliance, Cost Reduction...*delivered*

## The Background



Inspired Gaming Plc (INGG) is one of the world's leading providers of Open Server Based Gaming (Open SBG™) technology. Headquartered in the UK, the group provides Open SBG™ software systems and digital networked terminals in many countries around the world, managing around 45,000 gaming and entertainment terminals.

The system that had previously been used by INGG was based on spreadsheet forms, manually completed and submitted to authorisers and then to the purchase ledger function to generate a BACS payment to the claimant. The solution was unwieldy, placing a heavy administrative burden on the finance team, and meant that INGG was potentially missing out on recovering VAT. To ensure compliance with Income Tax and VAT legislation, reduce their administrative burden and help to increase their VAT recovery INGG turned to GlobalExpense, Europe's leading end to end expense management solution.

## The Challenges



INGG needed a comprehensive solution for their employee expenses process, relieving the heavy administrative burden of the high volume low value time consuming tasks of claim processing and payment to claimants. The manual spreadsheet based system required claimants to submit their claims once every four weeks in line with the financial calendar of the company, which often caused confusion amongst employees.

In addition, INGG determined that the business would benefit from assistance from experts on VAT and Income Tax compliance. In particular, the company wanted to identify areas where more VAT could be recovered whilst simultaneously enjoying complete peace of mind over any potential VAT or Income Tax audit visit from HMRC.

By working with GlobalExpense, INGG has been able to benefit from industry leading knowledge and experience in employee expense management to help the company to transform its employee expenses process. The in depth reporting that is available with GlobalExpense has added significant rigour to the approval and sign-off process for expense claims. In addition to the ability to submit and track a claim anywhere at any time thanks to the web-based submission feature, the system automatically flags and highlights out of policy expense claims, enabling the Group to better control what is spent and what is claimed for.

At GlobalExpense, simply providing a system to process claims is not enough. GlobalExpense recognises the importance of providing real service with real people, delivering real benefits. INGG has worked closely with their dedicated Account Manager to ensure that GlobalExpense was quickly adopted by employees, and to continue to drive further benefits for the company thanks to the detailed, tailored reporting available.

## KEY FACTS



*Client*

## Inspired Gaming Plc (INGG)

**Annual Expense Spend:**  
£667,000 per annum

**No. of receipts per month:**  
4,200 on average per month

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

**Previous system:**  
Manual paper-based solution,  
fed into Accounts Payable

## KEY BENEFIT

**A Tax and VAT compliant expenses solution, reducing the administrative burden improving reporting and control for employee expenses**

### The Impact



Following a swift implementation, GlobalExpense went live with INGG in January 2008. The company is now able to benefit from a reduction in their administrative burden, allowing resources to be deployed onto more valuable tasks. The web-based submission service allows claimants to claim anywhere in the world at any time of the day or night as soon as they accrue an expense, speeding up reimbursement for employees and unifying the expenses process for the company.

Utilising the automated policy enforcement functionality has given the company complete visibility of its expense spend, whilst at the same time benefitting from complete peace of mind in VAT and Income Tax compliance. The experience has been a positive one for the company, with increased VAT recovery allied to complete visibility, control and compliance. INGG is looking forward to working with GlobalExpense in the future to further develop their use of the system and service, driving further benefits and cost reductions for the business.

### CLIENT QUOTE



**David Wilkinson, Group  
Financial Accountant,  
INGG, said:**



***GlobalExpense has  
helped to reduce the  
administrative burden,  
and provide peace of  
mind over VAT reporting  
and controls.***



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