

Efficiency, Compliance, Cost
Reduction...delivered

The Background



Old Mutual Group is one of the leading international long term savings Groups, established in 1845. The company operates in 38 countries, and serve the growing and changing demands for savings and investments from local customers, companies, and professional advisers. Old Mutual Group is a FTSE 100 company, employing more than 50,000 staff across the group.

The previous system in use was a paper based manual system, placing a heavy administrative and processing burden on the company's internal resources. In addition, Old Mutual Business Services Ltd wanted to find a solution that delivered a faster workflow, complete visibility and online claim tracking, whilst ensuring 100% tax and VAT compliance. To achieve this, the company turned to Europe's leading end to end expense management provider, **GlobalExpense**.

The Challenges



Old Mutual Business Services was first introduced to the benefits of using the **GlobalExpense** system and the truly end to end service provided following the take-over of Skandia, already a **GlobalExpense** client.

The previous solution at Old Mutual Business Services Ltd was causing a number of issues for the business, including:

- Receipts and paperwork being lost and going astray
- A time consuming approval and validation process
- Slow payment to employees, and a heavy expensive administrative process for the business
- Compliance issues, including visibility of the expense spend and difficulties in enforcing policy compliance

By taking the **GlobalExpense** service, the company was looking for a solution that provided quick payment to staff, complete visibility of the expense spend, reducing the administrative burden for the company and therefore passing on cost savings, and that guaranteed complete VAT and tax compliance.

The automatic policy enforcement available through **GlobalExpense** meant that Old Mutual Business Services Ltd was able to introduce and enforce new expense control measures to ensure that the business enjoyed total control over their employee expenses.

KEY FACTS



Client

Old Mutual Business Services Ltd



OLD MUTUAL

Annual Expense Spend:
£570,000

No. of receipts per month:
666 on average per month

Number of claimants:
85 on average per month

Previous system:
Manual paper-based solution
feeding into Great Plains
accounting system

KEY BENEFIT

A faster, more efficient solution, delivering Tax and VAT compliance, helping the company to take control of its expense spend and ensure policy compliance

The Impact



Following a swift implementation, **GlobalExpense** went live with Old Mutual Business Services Ltd. in August 2006. The service provided by **GlobalExpense** completely removed the time-consuming administrative tasks of processing and validating claims, providing Old Mutual Business Services with substantial cost savings and allowing the business to focus on business critical activities.

In addition, the detailed reporting for each employee and administrator, the help desk service for all employees, and dedicated Account Management ensures that the system is used to its fullest capacity. Old Mutual Business Services Ltd has been able to introduce new expense procedures and ensure compliance, and employees are now very happy to use the system as they are able to track their claims' progress online and be paid quickly into the account of their choice.

CLIENT QUOTE



Old Mutual Business Services Ltd's Head Office Payroll Manager Paula Phillips said:



We are very happy with GlobalExpense – both the online submission and workflow, and the service provided – particularly the Help Desk support.

Employees are glad to be paid quickly into the account of their choice, and we highly recommend it as invaluable for implementing and enforcing expense policies and spending controls.



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