

Efficiency, Compliance, Cost Reduction...delivered

The Background



Established in 1997 Vista Retail Support is a leading, independent IT services company, supporting customers in the UK, Europe and North America. Vista build, install, support and maintain EPOS systems for customers in the retail and hospitality markets

The previous system used at Vista Retail Support was a manual paper-based process, calling for staff to complete paper forms and submit them to the central finance and payroll team for processing and payment. This process was unwieldy, time consuming, and costly, placing a heavy burden on the staff at the company, as well as potential issues around reporting and cost control. Vista Retail Support turned to GlobalExpense, Europe's leading end to end expense management solution.

The Challenges



One of the challenges facing the business was keeping pace with changes to Income tax and VAT regulation, which represented an additional administrative burden beyond the time consuming tasks of processing and paying claims for Vista Retail Support's finance department, whose job it was to check that claims were fully compliant and accurate – both with company policy and tax authority requirements.

Some of the benefits realised by Brakes through adopting the GlobalExpense service include:

- Transferring the high volume low value processing, storage and payment tasks to GlobalExpense, freeing up significant resources within the company
- Improved visibility for claimants and for the business, with greater control over expenditure and tighter policy controls
- Detailed management information available to identify individual claim patterns or issues, and help enforce the expense policy
- Claims can be made by staff over the internet at any time to suit the claimant

By choosing to partner with GlobalExpense, Vista Retail Support benefits from tighter control over its expense spend. The detail management information that clients benefit from through using GlobalExpense provides a clear trail for audit, making it a simple matter to identify excessive claimants, the authorisers who approve claims when they should not, and to visually review receipts online. Vista Retail Support also benefits from peace of mind for Income Tax and VAT compliance. GlobalExpense is constantly amending the system in line with changing legislation to help ensure that customers are fully tax and VAT compliant and mitigate the risk of tax penalties.

KEY FACTS



Client

Vista Retail Support Ltd



Annual Expense Spend:
£231,000 p.a.

No. of receipts per month:
2,045 on average per month

Number of claimants:
88 on average per month

Previous system:
Paper-based manual expenses process

KEY BENEFIT

An efficient expense management service, providing detailed management reporting and statutory compliance for Income Tax and VAT as well as helping to drive up VAT recovery

The Challenges (Cont)



In addition, working with GlobalExpense helps businesses to increase their VAT recovery. As well as 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 Vista Retail Support to benefit from unrivalled transparency of its expense spend and to control what is spent and what is claimed for.

The Impact



GlobalExpense went live with Vista Retail Support in July 2006. The staff at Vista Retail Support are now able to make and track an expense claim at any time, anywhere they like, and the system is popular with claimants and administrators. The finance team has access to detailed reporting and management information giving the business vastly improved the visibility and transparency of the business' expense spend and helping Vista Retail Support to tighten control on expenditure and highlight problem areas in the business.

The time consuming burden of receipt processing and claim payment has been transferred to GlobalExpense, removing the costly process from the business and freeing up resources within the finance team to undertake more valuable activities. Thanks to the 100% receipt audit service, every receipt is now validated and scanned. 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 and driving up the business' VAT recovery.

CLIENT QUOTE



**Duniya Moore,
Financial Controller for
Vista Retail Support
Ltd, said:**



“GlobalExpense is a valuable partner for our business, and our staff like using the system. Thanks to our work with them, we have tightened expenditure controls and improved compliance controls for Income Tax and VAT in our employee expenses.”



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