

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

The Background



Young and Co.'s Brewery, P.L.C. is a public limited company established in 1831. Its principal activities include the management and operation of, and the selling of food and drink through, its network of pubs. In 2008, it was responsible for 116 managed pubs and 103 tenanted or leased ones, principally located in London and the South East. It also has a 40% interest in a brewing and distribution joint venture, Wells & Young's Brewing Company Limited.

Previously, employees claiming expenses at Young and Co's Brewery had to use a standardised spreadsheet-based form, often filled in by hand, which was potentially inaccurate, hard to read and time consuming for the finance team to process, validate and pay. Furthermore, the forms were only submitted and paid once a month, which meant employees often had to wait for their claims to be reimbursed. To benefit from a truly end to end expense management solution, the company turned to **GlobalExpense**, Europe's leading end to end expense management solution.

The Challenges



Young's was looking for an efficient and compliant expense management solution, initially to be rolled out for the headquarter's staff. Some of the areas that the business wanted addressed included:

- Reducing the man hours devoted to employee expenses at Head Office
- Reducing the errors in claims submitted
- A single, standardised procedure for claiming expenses
- Improved VAT compliance
- Improved reporting to measure expenditure by type, by individual, and by department

By turning to **GlobalExpense**, Young's 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. Significant benefits included:

- A compliant expense management service, automatically identifying out of policy claims
- Responsibility for the payment of claims has been transferred from Head Office, removing a significant administrative burden
- A single, unified system has delivered transparency for the expense management process
- Quicker payment, with employees able to submit and track every claim anywhere at any time through the web-based service
- The validation and storage of receipts in-house has been transferred out to GlobalExpense
- Significant savings in man hours and administration costs in the Finance function.

KEY FACTS



Client

Young and Co.'s Brewery, P.L.C.

Annual Expense Spend:
£300,000

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

Number of claimants:
50 claimants at Head Office

Previous system:
Manual paper based system

KEY BENEFIT

**A fast, efficient, and
VAT and tax compliant
end-to-end expense
management service
removing the heavy
administrative burden
and helping to reduce
costs**

The Challenges (Cont)



In addition, the in depth reporting that is available with **GlobalExpense** has added significant rigour to the approval and sign-off process for expense claims. Previously, any suitably senior member of staff could sign someones expenses with potentially no real appetite to scrutinise what they were signing. Thanks to working with GlobalExpense and the automatic policy enforcement functionality, expense claims are more transparent and measurable by type, person or department, as well as enforced authorisation from line managers to ensure policy compliance.

The Impact



Following a smooth implementation, **GlobalExpense** went live with Young and Co's Brewery in September 2007 at its Head Office, initially serving approximately fifty regular claimants. As well as providing policy and VAT compliance, the GlobalExpense service has dramatically cut the amount of time spent collecting, collating, authorising and paying employee expenses in Finance.

Thanks to **GlobalExpense's** web-based service, employees can submit their claims at any time and once approved and validated the claims are paid direct to the employee. The senior management are delighted with the added rigour and transparency that **GlobalExpense** provides, and Young's has been able to dramatically reduce the number of errors in submitted claims through a single standardised process across the company.

CLIENT QUOTE



**Young and Co
Brewery's Keith Wilson
said:**



The Global Expense system gives me peace of mind that our paid expenses are more rigorously and effectively processed than previously and that claims procedures are now standardised in a compliant system. Information retrieval and analysis is much improved, providing scope to generate and enforce new rules and processes in the future.



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