

# Jotun

## CASE STUDY



### Jotun selected Emburse to centralize global spend management

Jotun processes 80,000 expense reports annually from thousands of employees worldwide, but prior to Emburse they lacked a unified expense management solution. Jotun had 13 distinct spend management solutions operating in various countries. In addition, many units still managed reimbursement routines with manual Word and Excel-based systems.

With a dispersed workforce, it was common for employees and managers to be located in different countries and use different expense systems. In these cases, managers had limited visibility into what they were approving. The risk of fraud and out-of-compliance expenses was a concern, and Jotun's finance team knew they needed to establish a better, more accurate view of spending.

They wanted to implement a solution to unify expense management globally and provide full transparency to approvers and finance. From a user perspective, they wanted a solution that would be easy for employees to adopt and offer a modern mobile experience. Jotun selected Emburse for these reasons, along with their hands-on approach to implementation.

#### Challenges

- 13 disconnected expense management systems
- Limited visibility into global spend
- Lack of standard audit processes
- Poor, time-consuming user experience

#### Results

- Achieved ROI within the first year
- Standardized spend management globally
- Increased spend controls and visibility
- Expedited reimbursement of 80K expense reports annually



Jotun is one of the world's leading paints and coatings manufacturers, combining the best quality with constant innovation and creativity. For almost a century, Jotun's solutions have protected all types of properties, from iconic buildings to beautiful homes, across more than 100 countries globally.

**Industry:** Manufacturing

**Employees:** 10,000

**Customer since:** 2020

**Products:** Emburse Chrome River, Emburse Analytics Pro

“ We went from having 13 standalone expense management systems and numerous other Excel variations to **one unified, global solution with Emburse.** ”

**Hamish Waddell**  
Global Finance Process Manager



## Emburse delivered ROI within the first year

According to Jotun's Global Finance Process Manager, Hamish Waddell, keeping implementation requirements as simple as possible helped them meet ambitious rollout goals and deadlines. "Our strategy was to start simple and add more complex rules and configurations in the future. Emburse is flexible enough to support this type of phased approach, and their implementation team was proactive in making recommendations to keep us on track." For example, instead of implementing a complicated per diem system for each country, they focused on a direct expense model; and rather than customizing the solution by segment or location, they opted for a standard user interface. "We rolled the solution out to 75% of the company within four months, which was quite fast for a project of this scale."

Jotun went from having 13 disparate expense management systems to one unified solution under Emburse. By consolidating, they achieved a return on investment within the first year with Emburse. Waddell speculates that they've recovered even more returns by eliminating duplicate entries and out-of-compliance expenses, which could easily have fallen through the cracks and got approved due to a lack of visibility with their prior system.

## Improved visibility and user experience

Built-in rules enforce policy compliance and reduce risk, while automatic approval routing and email approval capabilities expedite expense reimbursement. Approvers and finance have full visibility into spend, and Emburse Analytics provides additional granularity with customized reports and dashboards per country for specific expenses and tax requirements. "The audit process is much more secure, reliable, and efficient. Expense review is now a standard process globally, and we trust the system to identify deviations and duplicates, which we could not do before Emburse."

Jotun employees appreciate how easy the solution is to use, as well as the ability to access it from any mobile device. "Strategically, we want employees selling and marketing our products. We don't want their lives complicated by cumbersome tasks. With Emburse, expense reporting tasks are much faster, and the user experience has drastically improved."

Next in their spend optimization journey, Jotun plans to implement additional global credit card feeds and more integrations with their ERP and banking systems to automate finance operations further.

**“ We achieved ROI within the first year with Emburse and recovered savings by eliminating duplicate and out-of-policy expenses.**

**Hamish Waddell**  
Global Finance Process Manager

### About Emburse

Emburse makes complex expense management simple. We deliver efficiency and time savings, increase financial visibility, enhance spend control and compliance, and improve the business travel experience. More than 20,000 organizations worldwide count on us to manage their expenses with user-friendly tools and personalized support.

