emburse®

Stearns County

CASE STUDY

Stearns County selected Emburse to optimize expense management

Stearns County's expense management journey started with a manual system built in Excel. Requiring complex programming and a unique Excel sheet for each employee, this paper-based process was constantly breaking and required extensive manual input.

The county then upgraded to DynamicPoint, a SharePoint-based solution that automated some tasks and provided basic spend controls. However, it had major limitations. The system was only accessible from the office and not mobile-friendly, presenting challenges for the county's hundreds of field employees. Additionally, it lacked reporting capabilities and could not support mileage tracking and per diem policies.

Recognizing an opportunity for improvement, Stearns County issued an RFP to find a solution that would support its unique government requirements. They needed a solution that would be easy to use, save time, reduce manual input, and offer more actionable data and reporting. They selected Emburse to take expense management to the next level.

⚠ Challenges

- Manual audit of every expense report
- Cumbersome reporting with limited insights
- Unable to support custom per diem and mileage requirements
- Lack of mobile capabilities contributed to a frustrating user experience

✓ Results

- 50%+ reduction in AP time spent processing expense reports
- 95% of users said Emburse is better than their prior solution
- Custom configurations addressed government requirements
- Built-in rules increased control, reduced risk, improved compliance

STEARNS COUNTY
M I N N E S O T A

Stearns County is a local government agency serving approximately 150,000 residents across 30 cities and 34 townships. The agency's mission is to provide exceptional public services to ensure a safe, healthy, and vibrant county. Core responsibilities include maintaining county infrastructure, ensuring public safety, protecting the environment, and offering community services to its growing population.

Industry: Government

Employees: 1,000

Customer since: 2020

Product: Emburse Chrome River

❝ **A huge upside of selecting Emburse is that they offer an entire suite of solutions to support our spend optimization journey,** so as we advance as an organization, we can easily add other Emburse solutions like AP and Cards to take us to the next level.

Joe Greshowak
Accounting Supervisor

Increased spend control, saved time, improved user satisfaction

According to Joe Greshowak, Accounting Supervisor at Stearns County, the team was impressed with Emburse's ability to support their unique requirements. "As a government agency, we are highly regulated and have a lot of custom expense policies, especially around mileage reimbursement and per diem rates based on GSA; also, union policies, IRS codes, etc. Some of this is very complex from a programming perspective, but Emburse was able to configure the solution to meet our needs." Greshowak said he appreciates the ability to change workflows and expense types in the system and enjoys partnering with the Emburse customer success team on more advanced requests.

Stearns County now has greater visibility and control of spend. Built-in rules automatically enforced policies, reduced the risk of fraud, and increased confidence in internal processes and controls. Greshowak's team spent about 10 hours manually reviewing expense reports and auditing each line item every week. Since implementing Emburse, they've cut this time by more than half.

In a survey to gauge user satisfaction, 95% of participants rated their new Emburse expense solution as better and easier to use than the county's prior solution. Mobile features have been a huge hit. Field employees can submit expense reports on the go for faster reimbursement, and managers can approve expense submissions directly via email and receive automatically scheduled reports.

In the future, Stearns County plans to use Emburse Analytics data more strategically to drive business decisions and may consider additional Emburse solutions. "The great thing about partnering with Emburse is that they're more than just an expense tool—they offer an entire suite of solutions to support your spend management journey, from expenses and invoices to purchase orders and P-Cards, all within a centralized platform."

> **"** Emburse configured our expense solution to address complex, government-specific requirements and automatically enforce compliance. As a result, **we've reduced AP time spent processing expenses by more than half.**
>
> **Joe Greshowak**
> Accounting Supervisor

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.