

Chrome River Saves the Gladstone Institutes Team 10+ Hours/Month

Introduction

This case study of Gladstone Institutes is based on a September 2020 survey of Chrome River by Emburse customers by TechValidate, a 3rd-party research service.



“We went from an all paper process to online. Built in compliance rules and workflow allowed us to automate all of the signatures and track progress. Literally went from crawling to running a marathon. ”

- James Delaney, Enterprise Systems Manager, Gladstone Institutes

Challenges

Before choosing Chrome River, Gladstone Institutes struggled with a tedious and time-consuming manual-based process.

After evaluating Chrome River, Concur, and Expensify, Gladstone Institutes selected Chrome River as the best choice to:

- Automate the expense management process
- Extend ERP Capabilities

Use Case

Gladstone Institutes uses Chrome River to:

- Enable remote work
- Reimburse non-traveling employees for expenses
- Reimburse traveling employees for expenses
- Reimburse non-employee expenses (interview candidates, consultants, other) for expenses

When evaluating Chrome River, Gladstone Institutes found the following Chrome River features **extremely valuable**:

- Approval workflow configurability
- Built-in business rules engine
- Ease of Use
- System Reliability

Compared with other vendors, Gladstone Institutes ranked the following Chrome River capabilities as **best-in-class** or **significantly better**:

- Approval workflow configurability
- Built-in business rules engine
- Credit card reconciliation
- ERP integration
- Ease of use
- Best-in-class support & training
- System reliability

Results

Gladstone Institutes **very strongly agreed** with the following statements:

- Chrome River’s service level and accessibility was an important factor in the decision-making process
- Chrome River’s configurability and integrations have given us greater visibility into our business processes
- Chrome River helps by extending our accounting software and ERP capabilities to regulate expense policies
- Using Chrome River has helped us to increase employee satisfaction

Gladstone Institutes was **extremely satisfied** or **very satisfied** with Chrome River’s ability to:

- Reduce errors caused by manual data entry
- Ensure policy compliance
- Reimburse expenses faster
- Make corporate card reconciliation easier
- increase employee satisfaction

By using Chrome River, Gladstone Institutes has been able to:

- Save finance teams time so they can focus on more meaningful and strategic work
- Increase productivity by automating mundane, manual tasks
- Improve employee satisfaction and work-life balance

Gladstone Institutes estimates their finance team has **saved 10-20 hours per month** by using Chrome River and saw a return on their investment in **less than 3 months**.

Organization Profile

Organization:
Gladstone Institutes

Industry:
Educational Institution & Healthcare

About Chrome River by Emburse

Chrome River is part of Emburse, a global leader in expense management and AP automation solutions. Emburse is trusted by more than 14,000 customers in over 120 countries.

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