



**CHROMERIVER**

# Successfully Navigating the Move to Chrome River

LET BUSINESS FLOW

[www.chromeriver.com](http://www.chromeriver.com)

[info@chromeriver.com](mailto:info@chromeriver.com)

+1 (888) 781.0088

# Introduction

Future proofing your business requires moving away from an inadequate add-on for an ERP system or manually routing expense reports and processing invoices. But to make the change with as little impact on business operations as possible requires an expert partner.

Chrome River can be your change agent by providing the necessary guidance and tools necessary so your organization can adopt our industry-leading offerings – and keep realizing value from them going forward. We can enable your organization to make the switch to our products frictionless so you can let business flow.

Chrome River has worked diligently since 2008 with hundreds of customers around the globe and across different industries to leverage our solutions to optimize spend. And the one constant that drives all these implementations is simple:

**We're invested in customer success every step of the way.**

This white paper covers the three key factors that inform how Chrome River successfully drives product adoption for our customers:

- Superior implementation design and delivery
- Change management tools
- Responsive ongoing support and training

Our proven implementation methodology has been successful with hundreds of customers, from mid-size to large global enterprise organizations.



WELCOME TO THE RIVER

[Learn More](#)

## Superior Implementation Design and Delivery

Our professional implementation process forms the foundation of your success with our expense management and invoice automation solutions. Every new customer benefits from the domain knowledge our team has gained from years of managing, configuring, and implementing SaaS-based enterprise solutions.

Using a consistent, proven, and repeatable implementation approach, Chrome River has stood up our products for hundreds of customers with over two million end users around the world. Our delivery model provides the fundamental structure and processes to successfully manage every component of implementation and delivery.

Other vendors may propose a “do it yourself” approach to implementation and not provide the adequate resources for a successful roll out. But Chrome River knows that each customer’s business needs are different – and our unique delivery approach reflects this:

- Our process ensures we capture your business’s unique requirements.
- We designate a team that partners with your internal stakeholders.
- Our project managers function as consultants who apply industry best practices to ensure an overall smooth implementation for your organization.

### Your Partner for Success

How we partner with the customer informs our delivery approach: Throughout an implementation, we engage with key stakeholders in your organization to ensure you have an effective result. Design workshops with key stakeholders will also ensure clarity around business needs, design and deployment.

Chrome River works with each customer to create a solution configured to meet the organization’s needs. Our project managers understand your

business requirements and goals. They meet with your team to inform you on best practices, proactively develop solutions and configure and set-up your system for live operation rollout. We want to ensure that your organization gets maximum value from its Chrome River investment.

Our proven methodology has been successful with hundreds of customers, from mid-size to large global enterprise organizations. Our expert team works hand in hand with your organization to ensure a successful implementation.



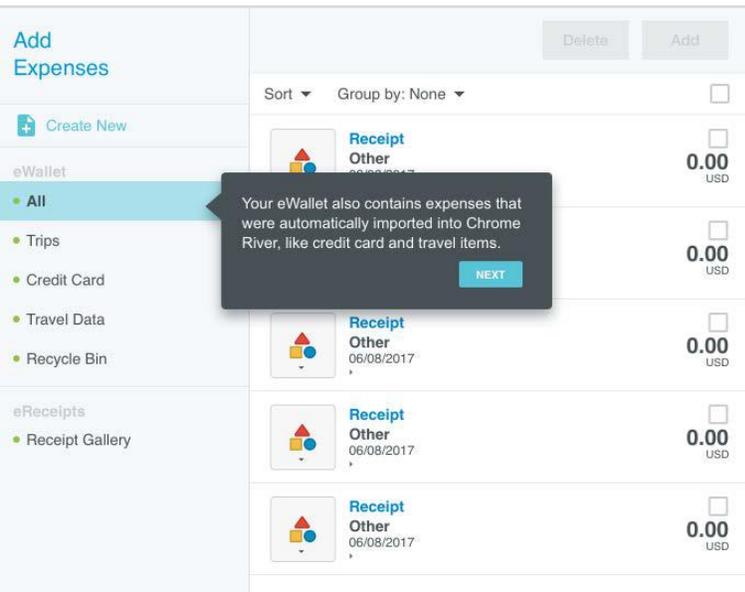
## Change Management Tools

Navigating change for any organization requires proper planning and preparation. When you choose Chrome River for expense management or accounts payable automation, you’ve chosen a partner who knows what it takes to get your entire organization ready for the new solution – not just the technical implementation, but the training necessary for users to adopt and start using the tool quickly.

We get your employees up and running quickly with Chrome River’s solutions after implementation by facilitating change management with the necessary training and tools.

### In-application self-guided training

With features like Chrome River NAVIGATOR, an in-application tool that shows employees what to do step-by-step, your staff can start using our products almost immediately to complete common tasks like capturing receipts, creating an expense report and adding expenses – all with minimal input required from your admin staff so they can focus on mission-critical work.



Our easy-to-follow tutorials show users how to enhance their productivity and complete many common tasks such as:

- Navigating the application
- Uploading receipts
- Creating a new report
- Creating a new invoice
- Allocating an expense
- Setting up pre-approvals
- Creating delegates who can create and approve expense reports for others

### Responsive Ongoing Customer Support and Training

The journey is not over once you become a Chrome River customer and we've worked with you to stand up the expense management or AP automation solution: we empower your organization to derive value both immediately after implementation and throughout the product lifecycle on an ongoing basis afterwards.

As your trusted advisor, we provide a myriad of ways for your organization to utilize our solutions to their fullest extent.

### Online training for key features

As key features are added, we provide online training sessions so your team members can start using new capabilities quickly. Additionally, prepared release notes are provided every two weeks to coincide with our feature releases.

### In-application educational videos, tutorials and "how to" walkthroughs

Our goal is to make the adoption and usage of our software fast and easy. To that end, we provide instructional videos within our applications that show and explain how common tasks are accomplished.



## Ongoing Configuration Changes

It's a given that your business needs and circumstances will change over time. Chrome River enables you to easily adapt to those changes by providing ongoing configuration enhancements when necessary.

If there are application configuration changes you cannot complete on your own in the Administration Console, we'll make the changes for you. For example:

- Your travel policy may change to reflect a new requirement of your employees.
- If you're requesting a change that can't be done through our Admin Console, just submit a support ticket and we'll make the change for you to accommodate that new policy change.
- We don't limit you to a defined number of configuration changes: as long as you're a customer, we'll put in place the necessary configuration changes.

## Global Support and Help Desk

Our support teams provide the highest level of global support and the best customer experience at all times because they:

- Respond to any support request within 24 hours depending on the level of the severity of the request
- Endeavor to resolve urgent situations during the same day

And our Help Desk provides a complete library of support documentation, including "how to" videos and tutorials covering the latest product updates and feature additions.

## Chrome River University

Chrome River University provides your team with ongoing training via video tutorials with our internal subject matter experts who'll show you how to use the latest product enhancements and tools.

## THE CHROME RIVER SUCCESS METHOD:

### SUPERIOR IMPLEMENTATION DESIGN AND DELIVERY

- Consistent, proven and repeatable implementation approach
- Partnership with customer stakeholders to properly capture requirements
- Full transparency between systems and requirements for a seamless solution adoption

### CHANGE MANAGEMENT TOOLS

- In-application self-guided training shows employees what to do step-by-step
- Online training for key features so customer staff can start using new capabilities quickly
- Educational videos provided in-application of common tasks enable immediate usage with easy-to-follow tutorials

### RESPONSIVE ONGOING SUPPORT

- Ongoing Configuration Changes
- Global Support and Help Desk
- Chrome River University online training

When major product enhancements are released, we'll provide training sessions and overviews of the functionality so you understand how it fits into the overall solution and how to best utilize the new feature to enhance your business processes.



## Conclusion

Transitioning to a new expense management or invoice automation solution need not be burdensome. By partnering with our customers and using a best-in-class implementation methodology, we enable the successful adoption of our industry-leading solutions. And our training and other change management facilitation tools ensure your organization can use the new solution quickly and benefit from ongoing self-training tutorials. To help keep your organization future ready, we'll continue to roll-out new product features so your organization can leverage the best technology and user experience available anywhere.

When you become a Chrome River customer, you'll be supported by a world-class team of experts dedicated to your success. And once you're well along the path towards greater operational efficiencies, we'll work alongside you tirelessly to provide the support necessary to leverage your investment in Chrome River well after the initial implementation.

The journey to success is never just about the destination. Our mission includes a long-term commitment to innovation and support so our customers can let business flow.

Chrome River Technologies, Inc. lets business flow for some of the world's largest and most-respected global organizations. Our powerful, yet easy-to-use SaaS [expense management](#) and [invoice automation](#) solutions deliver the most modern global and mobile experience in the marketplace. Our highly-configurable business rules engine supports your evolving compliance and reporting requirements in today's ever-changing business climate.

Chrome River is [rated as a Leader in expense management](#) by analyst firm IDC, and is loved by CFOs, CIOs, AP teams, travel managers and business travelers alike. Chrome River is trusted by more than 2 million users at more than 850 organizations worldwide.



+1 (888) 781 0088

[info@chromeriver.com](mailto:info@chromeriver.com)

[www.chromeriver.com](http://www.chromeriver.com)

[twitter.com/chromeriver](https://twitter.com/chromeriver)

[linkedin.com/company/chromeriver](https://linkedin.com/company/chromeriver)

[facebook.com/chromeriver](https://facebook.com/chromeriver)



LET BUSINESS FLOW

[www.chromeriver.com](http://www.chromeriver.com)

[info@chromeriver.com](mailto:info@chromeriver.com)

+1 (888) 781.0088