



Customer Profile

AstraZeneca realizes high ROI with Infor Expense Management



Facts at a glance

Product: Infor Expense Management

Industry: Life Sciences

Country: USA

"We've lowered our operating costs overall. Infor Expense Management helped us accomplish our goals."

**—Mike Herubin,
Manager of Expense Reimbursement,
AstraZeneca**

About the company

AstraZeneca was formed by a merger that brought together a pharmaceutical sales force of more than 7,000 and created an immediate need for a more sophisticated travel and entertainment (T&E) system. The new company inherited two T&E systems but ended up replacing them with Infor Expense Management, which provided workflow capabilities, improved compliance and employee satisfaction, and delivered greater visibility into the data.

Setting the strategy

Unhappy with its existing T&E systems, AstraZeneca began searching for a solution that would better meet its needs.

"We wanted to accomplish several things," says Mike Herubin, manager of expense reimbursement at AstraZeneca. "First, we were looking to reduce costs. We knew we could do that by better automating the routing and approval of expense reports, which would streamline the time involved in filing and minimize the manual keying of data. We also needed to improve enforcement and compliance. We wanted an automated system that could alert us to policy violations, use of non-preferred vendors, and the need for audit reviews.

"Next, we felt that having the ability to actually mine our data would give us the visibility necessary to save even more money and negotiate discounts with vendors. Finally, we wanted to increase employee satisfaction by solving some of the connectivity and access issues we'd been having and by providing faster reimbursement."

Getting business specific

The extremely rigorous evaluation process was conducted by a software selection team. After a vendor shortlist was created, proposals were reviewed, conference calls were held, and vendor demonstrations were ranked in terms of technical and functional considerations. Infor™ Expense Management was ultimately selected.

"The evaluation process identified two vendors that could meet our requirements, but we chose Infor because of some additional factors," says Herubin. "Infor had good scores on our requirements, but also, their controls were preferred by our internal audit team, and they offered a good fit with our technical environment. Additionally, their offline client mirrored the online experience, and we felt they had a strong customer service focus."

AstraZeneca commissioned four project teams to implement the expense management solution in September. A high-level sponsor team and steering group plus consulting services were also part of the mix.

An aggressive time frame was set, which consisted of the following schedule:

- Sep-Oct: functional process, application, and technical design
- Sep-Nov: design and coordinate pilot
- Nov-Jan: pilot execution and incorporation of feedback
- Nov-Feb: employee education and communications
- Mar-Apr: application rollout and system training

By April 30, Infor Expense Management was rolled out to 10,500 users.

Seeing results

“We expected several outcomes with the expense management solution,” says Herubin. “It was important that the Infor product satisfied the requirements of our sales, audit, finance, R&D, and IS groups. We knew the time involved in expense reporting would be reduced through online approvals. We expected to eliminate project code errors and confusion through word-based selection of codes. We wanted to provide automated business rule functionality and ease of use and migration. Finally, we felt that moving from an ASP model to an inhouse solution would provide improved reporting and stronger system administration and control capabilities. We were able to accomplish all of these objectives with Infor.”

AstraZeneca has tracked the change in key metrics from pre-to-post-implementation. The company has realized significant return on their investment since implementing Infor Expense Management:

- Expense report users have increased from 9,900 to 11,500
- T&E spending per year has increased from \$180 million to \$193 million per year, yet FTEs supporting the system and processes have dropped from 12 to 5
- Credit card versus cash payments have gone from a 70%/30% ratio to 90%/10%
- The percentage of expense reports audited has increased from less than 4% to 10%
- The number of outstanding expense reports and receipts over 45 days old has decreased from 7,977 to 1,000
- The dollar amount of outstanding expense reports and receipts over 45 days old has decreased from \$8 million to \$1.4

Doing business better

“We’ve realized other benefits as well,” says Herubin. “We’ve improved the American Express® payment history profile for most users. We track unmatched expense reports by sending an automated email message at 30, 60, and 75 days. We’ve established a watch group and created administrative reports. But most importantly, we’ve lowered our operating costs overall. Infor Expense Management helped us accomplish our goals, and now we’re reaping the benefits.”



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