



CASE STUDY

The world leader in digital platform security, digitises its expense management.

An Xpenditure & Irdeto Case Study

Irdeto

With nearly 50 years of expertise in security, Irdeto's software security technology and cyber services protect over 5 billion devices and applications for some of the world's best-known brands.

Irdeto helps its customers feel confident and prepared, no matter what challenges they face. They protect digital platforms and assets for media & entertainment, automotive and IoT connected industries.

OFFICES
Americas, Asia,
Europe

INDUSTRY
Cyber security

HEADCOUNT
1000 employees

Key points

The following case study is based on the experience of Irdeto, client of Xpenditure since February 2017. Irdeto deployed Xpenditure in 9 countries across 3 continents with a full integration with Microsoft Dynamics.

What they love about Xpenditure ?

- The mobile application*
- The time saved*
- The committed customer success*



Challenge

This case study is based on an interview with Pierre Fauvel, Finance controller Americas at Irdeto and Project manager for the deployment of Xpenditure.

As the world leader in digital platform security, [Irdeto](#) is an innovative and forward thinking company. Yet, some internal processes remained unchallenged and not updated to reflect internally what it represented externally.

To stimulate innovation and critical thinking within Irdeto, regular “Hack Days” are hosted for employees to challenge current processes and find new service ideas.

During last year’s “Hack Day”, **Pierre Fauvel, Financial Controller for Irdeto Americas**, volunteered to find a new solution for their expense processes. He later became the project manager for the global roll out of Xpenditure.

A heavy traveller himself, Pierre was regularly frustrated by – in his own words – “the painful and slow process.” The level of interest his project received during the “Hack day” was so big, he needed to cut out some people.

A proof that expense management affects a significant amount of people in the company.

Irdeto’s expense management process, though online, was extremely manual. All the expenses had to be entered manually in their ERP system – **Microsoft Dynamics 2009**.

The expense submission could only be done at the office. Receipts needed to be scanned one by one then entered into Microsoft Dynamics line by line, filling in all information manually.

Pierre averaged the time spent doing expenses after each trip **from 45 min to 1 hour**.

An unacceptable long process that affects working hours and creates frustrated employees.

“ We always knew internally that there is something out there that would be better than Microsoft Dynamics to handle our expenses.”

Pierre Fauvel
Financial Controller Americas



Solution

The ideas shared during the “Hack Day”, allowed the finance team to get great insights on what employees expectations and needs were and the functionalities the new tool should have.

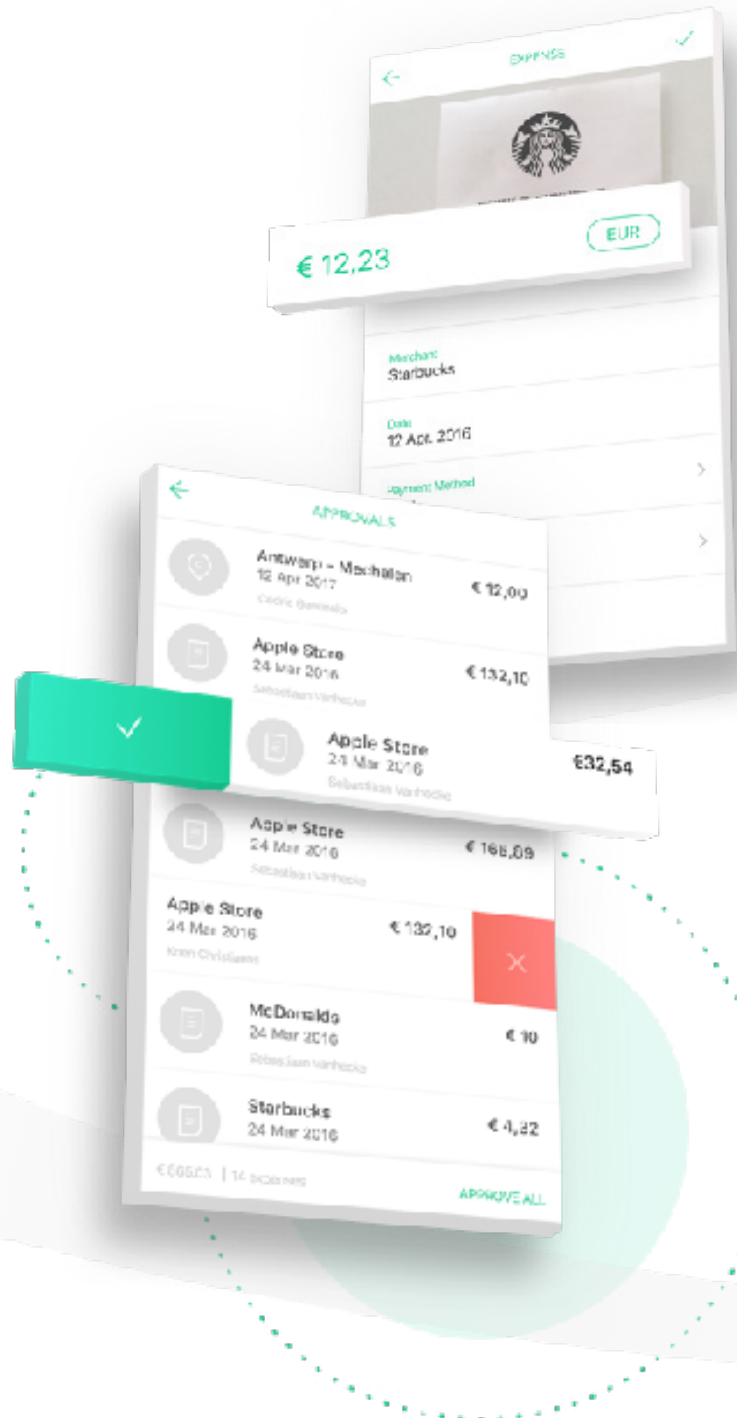
A mobile cloud solution

Irdeto's Business travellers being away from the office all the time. All tasks involving login in into Microsoft Dynamics were left to the last minute as a vpn connection was needed and the tool was not user-friendly.

“One of the main takeaways was that we needed a cloud solution. A solution that would be accessible anywhere at any point.”

The solution Irdeto was looking for should allow users and approvers to use their mobile phone to take any action: enter expenses – submit – approve, control, etc ...

“We wanted to free up people's time. If they are in a restaurant, they can take a picture of their receipt and immediately send it for approval.”



Solution

OCR technology

Getting away from manual entries was for Irdeto a must. One of the advantages of implementing a mobile, on the go solution is to be able to reduce manual tasks for employees - as much as possible.

"The capacity for the tool to recognise elements and prepopulate the information for you is a big time saver and it's one of the elements that we liked about Xpenditure when doing the demos."

Xpenditure's OCR technology automatically extracts the date, amount, currency and merchant out of the receipts. Users are only asked to assign the receipt to a cost center before submitting it for approval.

Kill the expense report

Introducing a new tool in every company can be challenging - at Irdeto, they took it as an opportunity to look at their internal processes and challenge them.

"What really attracted us with Xpenditure is that you get out of the expense report process. I go to the cafeteria, I take a picture of my receipt and submit it."

This change in process and mentality was supported by a team that strongly believed in the advantage it will bring to the company: instant submission of expenses, shorter cycle from expense to reimbursement, real-time overview of company spending etc...

"In our quest for a new tool, we were open to adapt our processes to fit a new platform if it was considered the best."

Doing so implies convincing reluctant people and demonstrating the advantage of such change. For Irdeto, the gain in time and efficiency was tremendous. It was the obvious decision.

"I am not going to say it's easy. People get comfortable with certain processes and bringing something new always requires an adoption time but from the feedback we received, employees are very satisfied."



Results

Irdeto deployed Xpenditure in 9 countries covering the Americas, Europe, Asia. The project was led by finance teams in each region and overseen by the Finance Controller for the Americas.

Thanks to the great collaboration between the Irdeto project team and Xpenditure, the roll out took 8 weeks for all 9 countries including a full Microsoft Dynamics' integration.

Communication is key

"I think communication played a big role in the success of Xpenditure roll out within Irdeto"

With the phased roll out, the internal project team made sure, before each country's go live, that employees were fully educated and informed about Xpenditure and the change in processes.

"We communicated on the benefits the platform brings to the employees and how it will help them in their daily activities."

The success of the first countries deployed also played a role in the enthusiasm in the other offices.

Ensure a seamless workflow

Being a global company, Irdeto's structure implied complex approval and controlling flows.

"A user in Canada, can have an approver in Beijing and vice versa."

With the 2-way integration with Microsoft Dynamics, all users were imported in Xpenditure and the approval flows assignments were automated. This is a real-time integration meaning that any change in Microsoft Dynamics will apply to Xpenditure automatically.

"The main challenge was with the phased roll out, we had to train some approvers whose country was not yet deployed but managers were excited about seeing the tool before it was released in their country."



Results

Exceed expectations

During the first weeks after using Xpenditure, Pierre Fauvel was already sharing his positive feedback about his experiences.

“When I watched the demonstration from Jeremy, the OCR looks nice and works well but it’s actually when you start using it that you notice how well it works – for me that’s one of the areas that has been a pleasant surprise”

Not only did the tool allow users to save time, it exceeded their expectations in terms of functionalities.

“It’s saving me more time that I actually thought it would. It used to take me about 1 hour to file my expenses. Going on my first business trip after Xpenditure implementation, I spent less than 15 min on it. I was like WOW this is even better than what I expected”

Irreto has been a happy customer of Xpenditure since February 2017.

| < 15min

processing time instead of 60 min.

| Paperless

zero paper is used to manage expenses.

| Happy users

Positive feedback from employees.

Contact

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