



Hessel grows its operations with less processing and fewer inaccuracies

Hessel helps companies that operate globally reimburse their teams' expenses. Using their expertise in overseas banking, they help companies manage their cross-border transactions.

The Challenge

Hessel needed expense management software to support its global operations. The system had to be able to handle complex data in a secure way.

Company Director, Geoff Davidson, said: "We needed someone with the expertise to help us capture a broader range of expenses. They needed to be large enough to provide the technology we needed but small enough to work with our specific requirements."

As well as data complexity, the software needed to interpret different tax rates. This would help Hessel deliver a compliant and tax efficient service – no matter where the expense was submitted from.

The Solution

Access collaborated with Hessel to integrate Access Expense with their existing systems. This allowed them to connect processes across the business, reducing their administrative burden.

By researching the markets in which Hessel operates, Access were able to customise Access Expense, making it suitable for multinational operations. For Geoff, Access's forward-thinking was vital: "Access are collaborative, nimble and strategic thinkers."

Especially important to Hessel was the ability to reimburse expense claims to multiple bank accounts in different currencies. Access were happy to develop this functionality to meet their specific needs.

The Result

As Access Expense was so easy to implement and use, Hessel immediately saw a return on investment. Geoff commented on the software's user friendliness: "One of the big things we found when using Access is a much higher level of user satisfaction. The app is intuitive and people find it quick to use."

It's also saved time processing claims: "There are fewer queries and people are able to record their expenses more accurately. This means a lot less re-processing." As such, Hessel's administrative burden has diminished and time spent resolving errors has reduced.

Geoff also praised the dedicated level of support received by Hessel: "Access take a genuine interest in their product and a genuine interest in their customers."

About Hessel

- Specialists in overseas banking
- Help companies reimburse expenses incurred abroad
- Manage financial data in a way that complies with international laws
- maintenance and ongoing support.

Goals

- To reduce the amount of time spent processing expenses
- To securely store financial data
- To find a provider that could customise software to their needs

Approach

- Access Expense integrated with their existing systems
- Set up to interpret international tax rates
- Modified to reimburse multiple accounts in different currencies

Results

- Less time spent processing claims
- Reduced queries due to more accurate submissions
- Increased user satisfaction

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