



## Peninsula reduces costs with an automated expense workflow

Peninsula Business Services is the UK's largest provider of employment law consultancy services. Set up in 1983, the company has over 30,000 business customers. The company is part of the Peninsula Group, an international corporation with over 1,000 employees.

### The Challenge

Peninsula were finding that their finance processes didn't meet the needs of their growing business. As the business grew, the size and complexity of the Finance team's workload mounted. But not having systems to support this delayed payments.

Part of the issue was that the paper-based system required a lot of manual work. Sian Hickman, Purchase Ledger Team Leader, said: "We process up to 250 expense claims every week, so a manual approach to expenses generated a significant volume of paper." In fact, the business generated so much paper it had to archive records off-site. This incurred significant costs.

Finance were not the only ones affected by the slow system. Employees and the manager approving claims also suffered. "Expenses were consuming the time of claimants and approvers," said Sian. "The time spent on a routine piece of admin was significant and disproportionate."

### The Solution

Peninsula evaluated a range of expense solutions on the market before selecting Access Expense. "Access Expense outscored its competitors by quite some distance," commented Sian. Peninsula especially liked the idea of entering expenses and capturing receipts on the move.

By integrating with their finance system, Access Expense created an end-to-end expense workflow. As a result, claims could be presented for processing in real-time, removing bottlenecks from the system.

### The Result

Access Expense has halved the amount of time it takes Peninsula to process expenses. Sian explained: "We have reduced processing time by 50%. Processing now requires a 'little and often' approach, which enables scrutiny to be more forensic." By improving the scrutiny of expenses, Peninsula find it easier to enforce company expense policy. Thus, the cost of paying out-of-policy claims has reduced.

Costs have also fallen because there's no longer a need to buy off-site storage. Access Expense logs and records claims as they're processed, eliminating the need for physical copies. Indeed, feedback from approvers suggests that they prefer to see claims on screen. "It provides better control as you don't have paper receipts flying all over the place," said Sian.

Access Expense has also helped Peninsula to identify trends, such as peak periods for logging expenses. Sian said: "It reveals patterns that help us spot trends and important details we can use strategically." With this information, Peninsula can forecast when expense payments will most affect their cash flow, and plan ahead for it.

#### About Peninsula

- Specialists in employment law consultancy services
- Works with 30,000 business customers
- Part of the Peninsula Group

#### Aims

- Implementing an efficient system that worked for a growing business
- Eliminating the need to pay for off-site storage
- Simplifying the expense management process

#### Approach

- Evaluated different providers of expense management
- Access Expense integrated with finance system
- End-to-end expense management workflow set up

#### Results

- Time taken to process expenses reduced by 50%
- Better enforcement of company expense policy
- Elimination of off-site storage costs

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