

2015 Travel and Expense Management Report

Increasing Control, Compliance, and Productivity in a Modern Mobile Workforce

Q1 2015 | Featuring Insights on...

- » Current Market Trends in TEM Software Usage
- » Benefits of TEM Technology
- » Common and Exceptional Functionalities of TEM Software
- » Leading TEM Solution Providers

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Introduction

Today's challenging corporate environment often requires that professionals travel more often and more widely to expand and enhance business operations. Organizations' push for efficiency necessitates that these traveling professionals be more cost-productive without sacrificing accuracy, compliance, or results.

Financial process automation is becoming essential for efficient corporate travel, as is the ability to access that automation on the go, making mobile functionality a requirement for maintaining competitive advantage. This need is especially visible in the area of expense reporting, when corporate travelers must organize and record receipts for all their business spend. Travel and Expense Management (TEM) software, with its mobile integration and intelligent features, allows traveling employees to trade the inefficiencies of outdated expense spreadsheets and receipt handling for speed, productivity, and compliance.

The 2015 Travel and Expense Management report explores the ways TEM software manages the tracking, approval, and reimbursement process for the traveling corporate workforce. This includes pre-trip planning and approval, mid-trip receipt submission and report creation, and post-trip reimbursement. These systems also enhance the process for expense approvers by simplifying report review and offering advanced travel spend analytics. Overall, TEM software empowers professionals to succeed in an expanding business world.

Travel and Expense Today

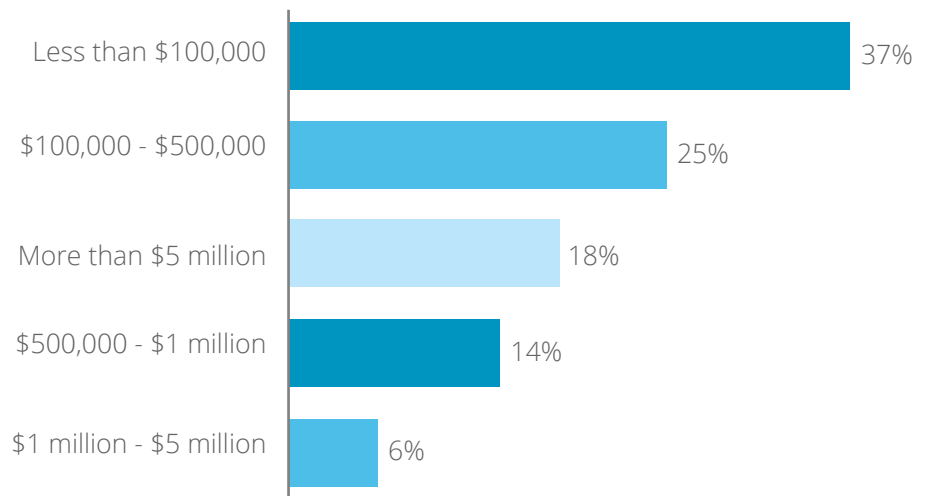
PayStream Advisors surveyed over 200 individuals employed in many different industries, compiling data reflecting current attitudes towards and usage of TEM automation software. Among the majority of the surveyed organizations, T&E processes are still mostly manual, and these organizations experience difficulties stemming from a lack of automation. However, research also indicates that organizations desire improved employee control and cost reduction, and these needs are driving AP departments towards TEM solutions.

Most organizations reported an annual T&E spend of under \$100,000, and one-quarter of respondents spend between \$100,000 and \$500,000 annually, see Figure 1. However, 18 percent of organizations reported a T&E spend of over \$5 million.

Figure 1

Most Companies' T&E Spend is Under \$100,000

"What is your company's annual T&E spend?"

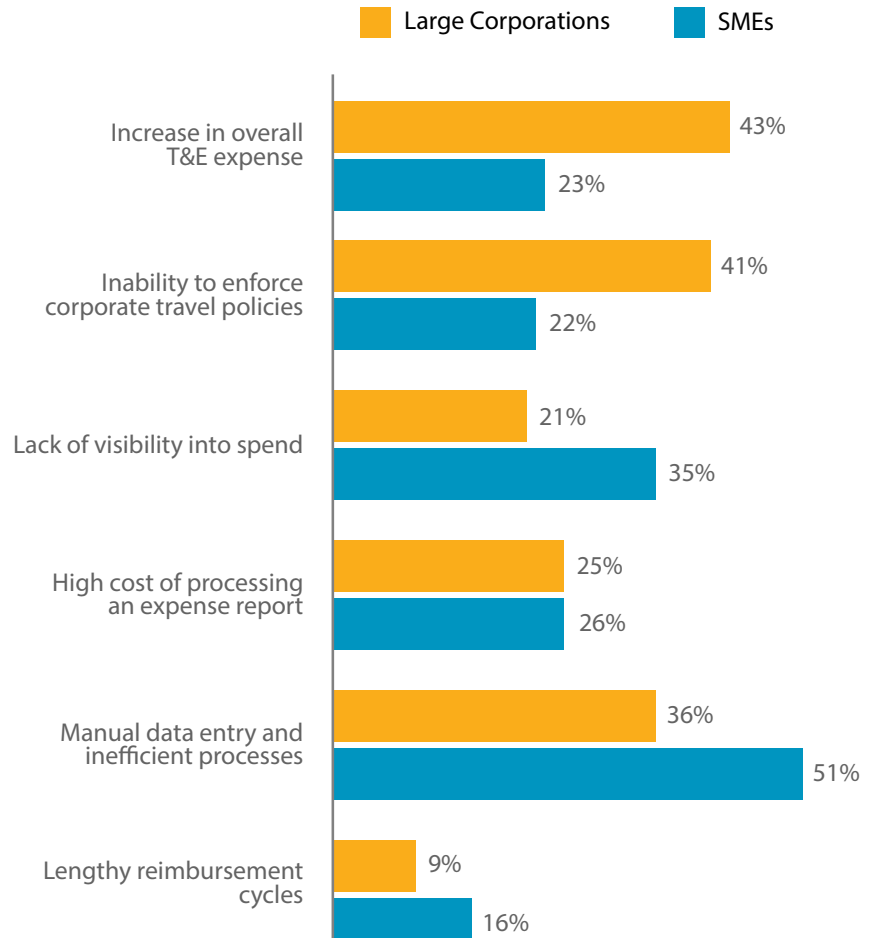


With so much spent on travel operations, it is important that organizations manage the expense reporting process efficiently and thoroughly. However, many organizations reported several problems in their T&E procedure. Obstacles differed across company sizes, with smaller corporations reporting more problems with manual data entry, inefficient processes, and poor visibility than their larger counterparts, see Figure 2. Although manual and inefficient processes are still an issue for enterprises with revenues greater than \$250 million, these organizations' greatest difficulties are increases in overall T&E expenses and an inability to enforce corporate travel policies.

Figure 2

Companies Struggle with Inefficient T&E Processes Control of Travel Policies

“What are the biggest challenges your organization faces in the expense management process?”

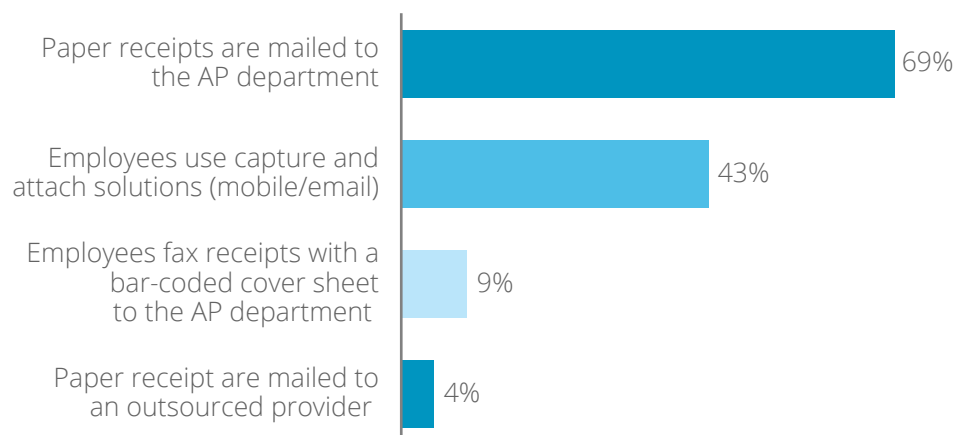


One area of T&E in which manual processes prevail is expense receipt submission. The most common method for receipt submission is inter-office mail, see Figure 3. This method is not ideal, as it can result in lost documents and denied employee reimbursements, among other issues.

Figure 3

Most Companies Submit Expense Receipts via Inter-Office Mail

“Which of the following methods do your employees use to submit expense receipts?”

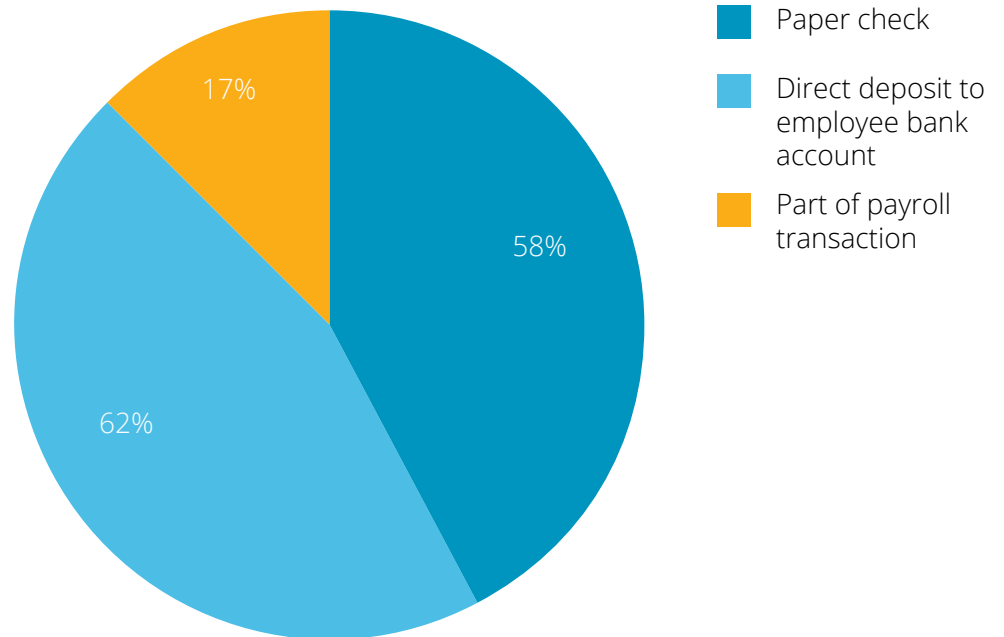


Conversely, research reveals that employee reimbursement is largely automated. In order to maintain employee satisfaction and departmental efficiency, fast and secure expense reimbursement is essential. Direct deposit of employee travel spend to employees' bank accounts is the most effective way to secure the repayment process, as it reduces the use of paper checks and the risk of lost payments. Survey results show that 62 percent of organizations are using this method, see Figure 4. However, the use of paper checks is still considerable among organizations (58 percent).

Figure 4

Direct Deposit Is the Most Common Method for Expense Reimbursement

"Which of the following methods do you use to reimburse employee expenses?"



Manual systems also lack transparency into organizations' processes. It is important that AP departments be aware of their current cost per expense report in order to identify needs for improvement. However, most organizations (80 percent) do not measure their costs at all, see Figure 5.

Even when costs are measured, many organizations find them to be unnecessarily high. PayStream's research shows very little annual change in expense report processing costs. In 2014, the average cost of a manually processed expense report was \$23.12. In 2015, the average cost is \$26.60—quite high, compared to the average cost of \$6.85 per report with a fully automated TEM solution. These costs place heavy burdens on organizations processing hundreds of thousands of expense reports each year.

Figure 5

Most Companies Do Not Know Their Processing Costs

"What is your average cost to process a single expense report?"

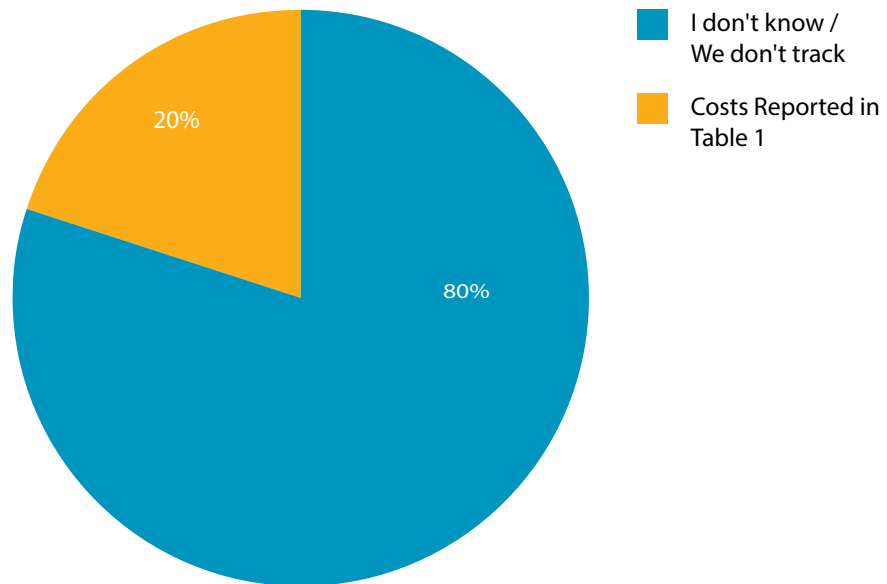


Table 1

Average Expense Report Processing Costs

"What is the average cost to process a single expense report?"

Type of Processing	Average Cost in 2014	Average Cost in 2015
Manual	\$23.12	\$26.63
Some Automation	\$17.40	\$17.31
Full Automation	\$7.53	\$6.85

High processing costs go hand-in-hand with manual T&E operations. Research shows that 45 percent of organizations have no TEM software, see Figure 6. However, an impressive 50 percent use at least some T&E automation.

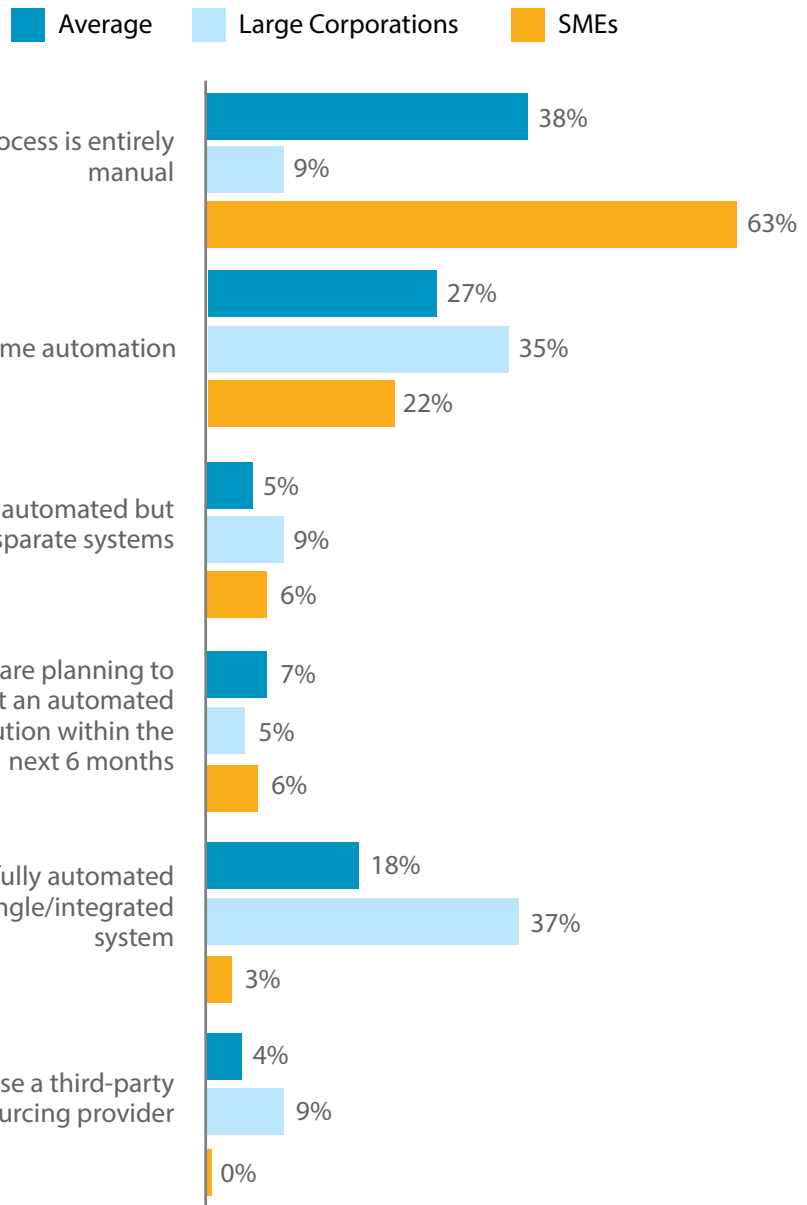


Figure 6

Most Companies Do Not Use Any T&E Automation

“Which of the following statements best describes the extent of automation in your TEM process?”

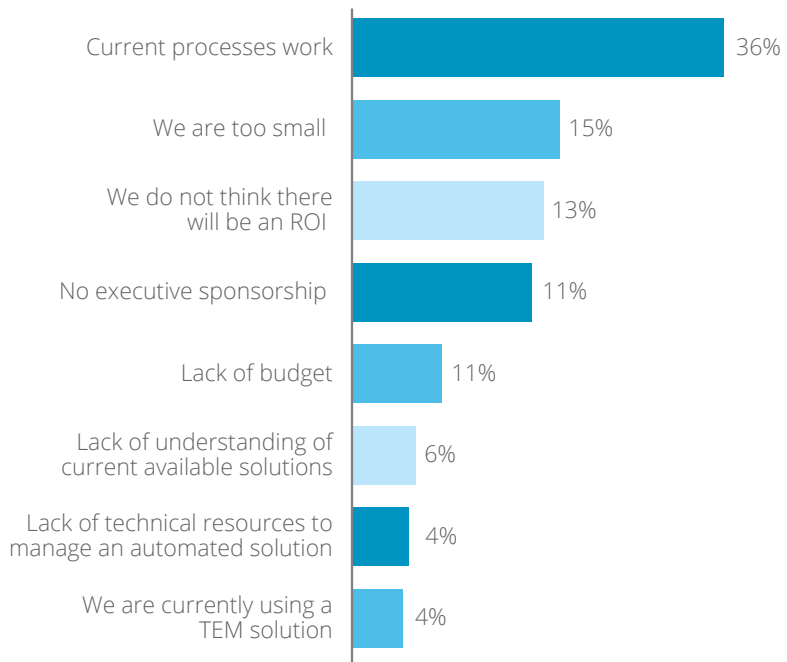
Figure 6 also shows a large gap in automation between SMEs and large corporations. Of the small organizations surveyed, 63 percent reported fully manual T&E processes, and 25 percent have in-house automation. In contrast, only 9 percent of larger enterprises operate manually, and 81 percent have some in-house automation.

Organizations that have not adopted a TEM solution demonstrate reluctance towards change—many believe that current processes work, see Figure 7. While this may be true, it does not mean that current processes work well.

Figure 7

Most Organizations Believe Current T&E Procedures Are Effective

"What is the reason your organization has not automated the TEM process?"

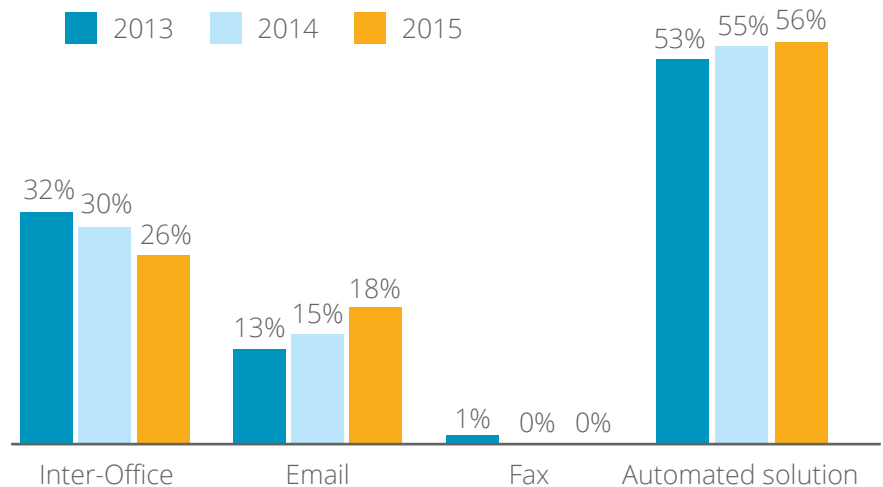


Despite low numbers of overall TEM adoption, the usage of automation has increased in some areas. Research shows that a higher percentage of expense reports are being received electronically in 2015 than in previous years, and inter-office report submission has decreased, see Figure 8.

Figure 8

Organizations Are Receiving More Expense Reports Electronically

"What percent of expense reports are received via the following methods?"

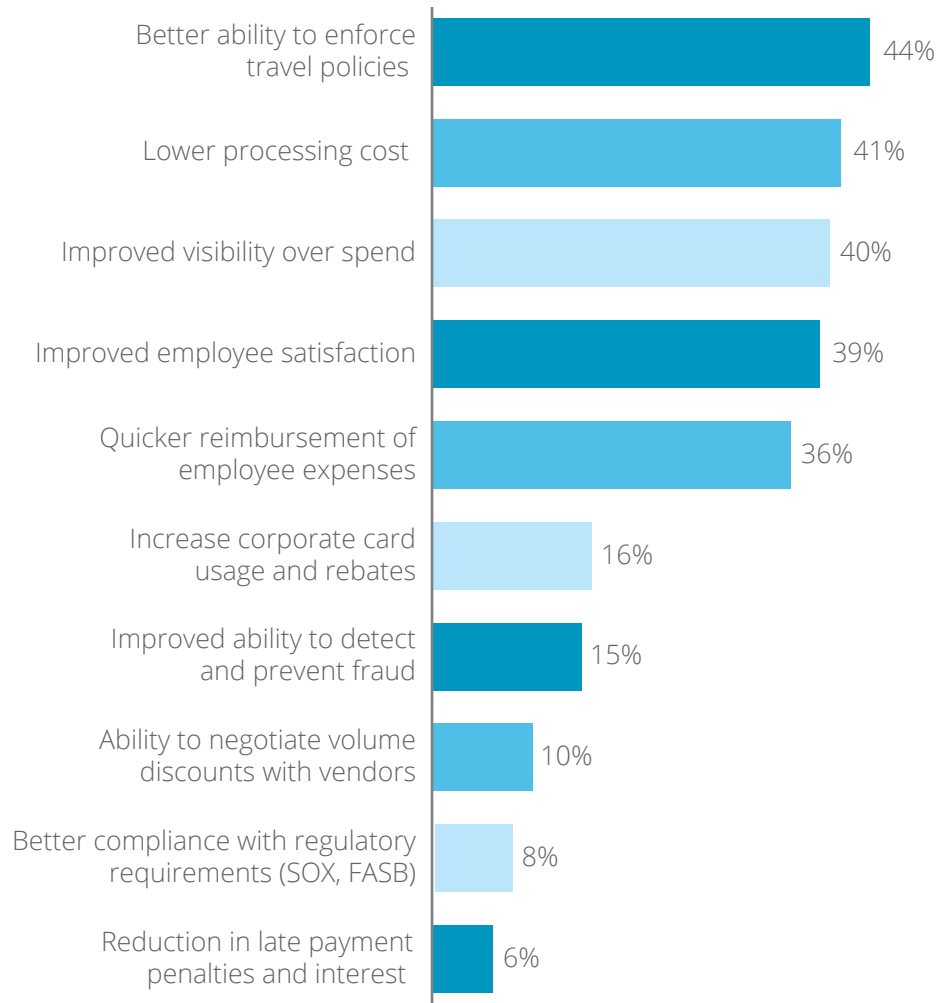


For those organizations that do use TEM software, the benefits are clear. Many organizations have seen improved travel policy enforcement, lower processing costs, increased visibility, and improved employee satisfaction and reimbursement time, see Figure 9.

Figure 9

Organizations Benefit from Controlling Costs and Compliance

“What are the biggest benefits you have achieved by automating your T&E process?”



The following overview of the Travel and Expense Management Universe will show how today's leading TEM solutions bring the benefits of control, transparency, speed, and more.

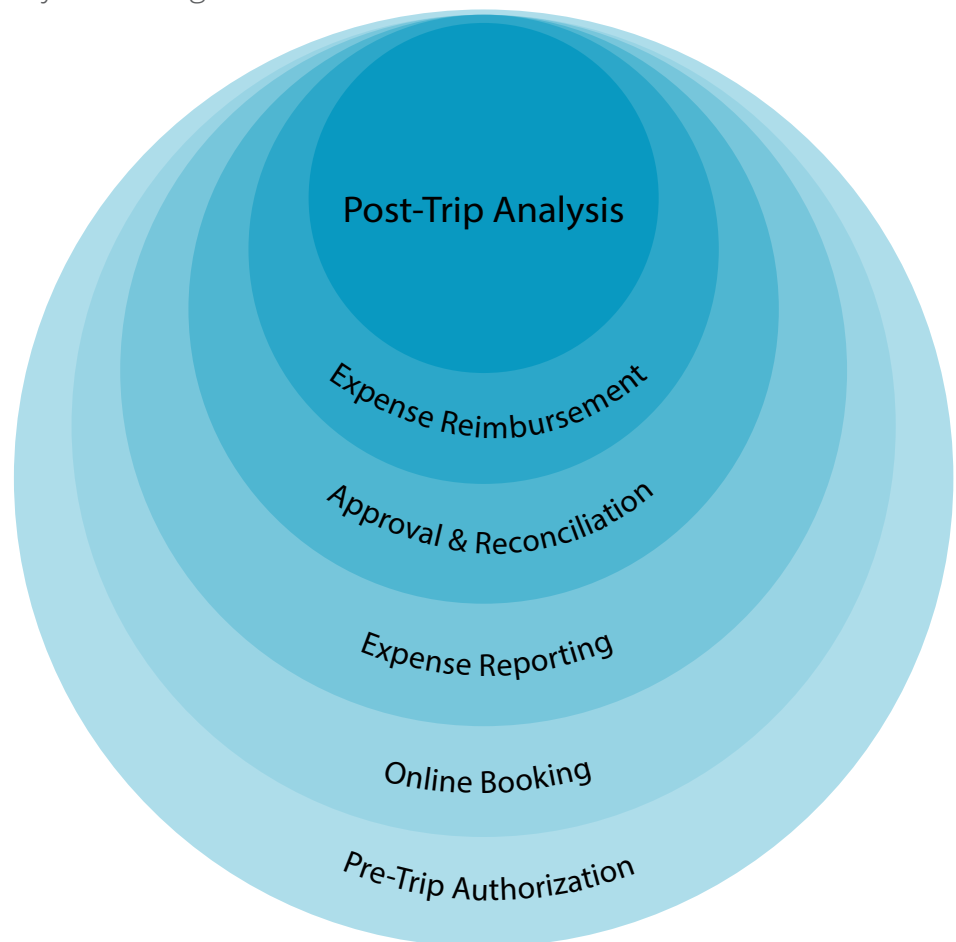
The Travel and Expense Management Universe

PayStream's research makes it clear that a focus on expense reporting speed is just as important as employee control for organizations. Fortunately, modern TEM solutions are designed to address both of these needs.

TEM solution providers recognize the need to standardize the expense reporting process while also improving the employee experience when completing reports. Through dynamic automation tools, TEM solutions consolidate reporting tasks, reduce reliance on paper-based processes, and improve expense management visibility—all while providing advanced business intelligence and analytics tools to proactively control costs. This section outlines the Travel and Expense Management Universe from pre-trip authorization through post-trip analysis, see Figure 10.

Figure 10

The Travel and Expense Management Universe



Pre-Trip Authorization

With today's TEM solutions, users can plan and book a trip in advance, as well as submit travel plans for approval. This eliminates the occurrence of unauthorized expense reimbursement requests after a trip, and it reduces one of the primary problems associated with T&E—reinforcing company travel policies. Corporate travel policies, preferred vendors, and spending limits are all incorporated into the pre-trip authorization process. The TEM system sends notifications to employees that have booked outside company spending limits, saving valuable time for both employees and approvers. Managers also receive pre-trip notifications, are notified when out-of-policy requests are submitted, and may approve or deny requests based on budget restraints or spend limits.

Online Booking

Essential to the pre-trip planning process, online booking functions provide companies with an additional level of control in corporate travel, as well as competitive prices that increase savings. Online booking tools are often directly integrated with TEM solutions through apps or third-party integrations.

Online booking provides employees with a tool to book airfare, hotel reservations, and transportation through approved or preferred vendors only, thereby cutting costs and increasing volume-based discounts and frequent traveler rebates. Itineraries are automatically transferred into a company's T&E system for easy data entry and expense reporting after a trip has been completed.

Expense Reporting

Accurate expense reporting is vital for controlling travel and expense spend. Modern TEM solutions automate expense reporting by prepopulating expense reports from corporate credit card transactions, receipt image capture, and electronic receipts, thus eliminating an otherwise time-consuming and error-prone manual entry process.

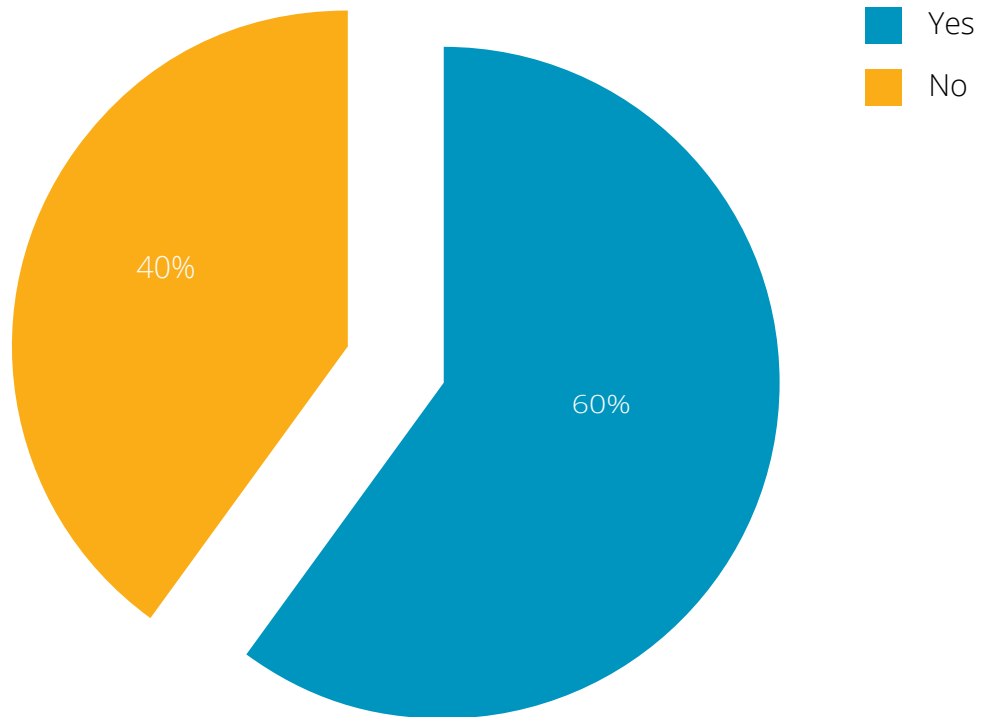
The simplest part of this process is the submission of each expense, whether pre-calculated or unexpected, and the attachment of receipts or records of purchase. Expense reporting tools have many advanced features to solidify and secure this submission, including direct bank import of commercial, personal, and commercial cards, global

compatibility (for languages, currencies, tax regulations, etc.), automatic expense categorization based on company policies and type of spend, and more.

Figure 11

Over Half of Organizations Use P-Cards for T&E Spend

"Do you use a corporate card to pay for TEM expenses?"



As shown in Figure 11, many companies use corporate cards for their TEM spend. An important tool for the traveling employee, corporate cards allow automated payments and workflow, resulting in higher rebate and discount percentages, increased revenue, and lower costs. Many TEM solutions provide direct integration with corporate card purchasing data to simplify expense reporting.

In addition, many TEM solutions bring some of the back-end reporting functionality to front-end processes. When submitting expense reports, employees can provide business ratings and reviews to improve spending techniques, enhance vendor relationships, and help select preferred vendors.

Mobility

TEM is becoming increasingly dependent on mobile functionalities, and solution designers are making mobile features one of their top priorities in development. One of the most valuable assets of mobility is a real-time dynamic—traveling employees can submit their expense

reports from anywhere, at any time, and approvers can see the information clearly, accurately, and immediately. In many cases, this technology enables expense approval in just minutes.

A fundamental capability of mobile TEM is its receipt capture functionality. Most providers attach pictures of receipts to expense reports for later verification, but many of the leading developers also now provide OCR scanning, which extracts the data from the receipt and automatically matches it to the expense report. This reduces reliance upon manual data entry—instead of entering each expense and waiting for the approver to clear the purchase, users need only verify and submit.

Additionally, mobile apps allow for IRS-compliant electronic receipts, receipt forwarding, app integration, offline mode, mileage calculators, and more. Providers are designing their software to be compatible across many devices—users can begin their expense report submission on a tablet or smart phone and finish on a desktop computer without any loss of accuracy or content

Approval, Reconciliation, and Expense Reimbursement

Automating the reporting process not only saves employees and managers valuable time, it also expedites workflow to produce speedier approvals from managers and reconciliations from employees. TEM solutions have many features to speed up the administration process, including bulk actions, comment fields, central administration and reconciliation of company card transactions, and more. Some providers also offer company-wide reporting based on company reporting schedules, with automatic emails and other features to eliminate approvers' need to track people down.

The mobile support offered by today's TEM solutions provides on-the-go managers with a way to stay on top of expense approvals via smart phones, tablets, or any device with email connectivity. This improved workflow results in shortened processing time for reimbursements, thus increasing employee satisfaction and productivity. Not only are most disbursements sent directly via direct deposit, but employees can also track the progress of their payment through every step of the submission, approval, and reimbursement cycles.

Post-Trip Analysis

Access to T&E data has proven to be a significant hurdle in achieving

cost control and compliance for many companies. It is difficult to control T&E spending without the ability to identify patterns in travel activity. Companies that employ TEM solutions have instant, real-time access to key metrics and reporting data to analyze spending at various levels, including employee, department, and supplier. This variable data can be analyzed to eliminate wasteful expenditure through control measures and regular audits. Frugal and problem users can also be identified to ensure that approvers and auditors are focusing their attention on the right individuals or departments.

Post-trip analysis tools provide purchasing managers with invaluable information regarding a company's overall T&E spending habits, which is yet another compelling feature of TEM solutions. There are also standalone T&E auditing solutions available that further relieve the pressure on AP staff by evaluating spend reports to determine weak spots in policies and employee policy adherence.

Selecting a Provider

It is important that organizations considering TEM software have clear goals for their project and a clear understanding of what to expect from leading systems. TEM solutions should be intuitive, flexible, and scalable, and should enable easy adoption. Since traveling employees are, by nature, required to be more independent than employees in the office, the systems should also enable self-support. Any necessary system administration should be simple enough to be managed by in-house AP and IT staff, rather than external professional services.

An organization should take the following steps before choosing a solution:

- » Define a strategic roadmap for expense management goals.
- » Identify the potential impact the implementation can have on company resources and initiatives.
- » Confirm scope, timeline, and budget for the implementation.
- » Determine automation model, scope, and plan.

After these goals are established, organizations can confidently begin the process of selecting a provider that will protect and support their traveling employees.

The following profiles summarize the features of the Travel and Expense Management industry's leading developers.

Apptricity

Founded in 1999, Apptricity is a leading provider of mobile, ready-to-use, enterprise software solutions. In addition to Travel and Expense Management (TEM) solutions, they offer a suite of applications and services used to automate financial management, advanced logistics, supply chain, and workforce management processes. Apptricity was founded to resolve the frustrations historically caused by the high costs and limited successes of developing in-house enterprise software applications. They build each of their products based on four tenets: Highly Adaptable, Highly Configurable, Superior Integration, and Minimal Cost Migration.

Apptricity provides all-encompassing solutions that are implemented and maintained quickly and efficiently in the cloud. Their TEM solution is used by a wide array of clients both large and small, including AT&T, Cameron International, and Wal-Mart. Many clients choose to use Apptricity's add-on modules as they expand, including invoice management, eProcurement, supplier connect, buyer connect, and p-card applications—all with mobile capabilities. Apptricity's TEM solution has over 10,000 end users processing more than 500,000 transactions annually.

Founded	1999
Headquarters	Irving, TX
Other Locations	Washington, Orange County, Baltimore, London
Number of Employees	85
Target Verticals	Financial Services, Government, Healthcare, High Tech, Higher Education, Manufacturing, Non-Profits, Oil & Gas, Pharmaceuticals, Retail, Telecommunication
Awards / Recognitions	NASA "I Am an Innovator" Award 2011, Asset Tracking at White Sands NM., "100 Great Supply Chain Projects" for 2011 by Supply & Demand Chain Executive magazine

Solution Overview

Apptricity's Travel and Expense Management solution is offered in two possible models: hosted as a SaaS or deployed on client-owned servers under a perpetual license agreement. The differences between

the two lie primarily in maintenance and IT resources that will be discussed later in this profile. Under both models, Apptricity seamlessly transfers unique customer configurations, business rules, and workflow processes to each of their clients.

Apptricity's TEM solution is platform-agnostic, allowing use with any hardware or software configuration, regardless of operating system, data source, application server, web server, or mobile platform. When choosing a TEM solution, organizations often show concern about having to reconfigure a customized solution when new versions are released. Apptricity provides a unique migration assistant to allow seamless integration with new releases without the need to re-implement custom features. The solution also allows users to interface with legacy or third-party data sources such as SAP, Oracle, PeopleSoft, or XML.

Use of the Apptricity TEM solution starts with pre-trip approval and booking. Apptricity works with many online booking tools, including Get There by Sabre and Egencia by Orbitz. Users are able to put reservations on a 24-hour hold while a travel decision is being made and a logical end-to-end reservation workflow is established. Once a trip is approved, the user is directed to complete air or rail, hotel, and car reservations in sequential order until the reservation is ready for review and purchase. Specialized rule-engines inform travelers when they are not complying with company policy using customized notifications including passive suggestions, targeted warnings, or error messages that prevent a user from proceeding.

With Apptricity Expense Management, users can easily create expense reports using a variety of intuitive methods. Corporate and personal credit card transactions may be uploaded into the application to be directly imported into expense reports upon purchase. Out of the box, Apptricity comes with built-in interfaces for all standard credit card providers. Once the detailed transactions are loaded into the system, they are ready for a user to process whenever the user logs into the system. Multiple corporate cards can be added and designated as the preferred card for differing expenses such as air, hotel, car, and rail to achieve maximum rebates and discounts.

Receipts can be added to an expense report using traditional methods such as email, scan, or fax, as well as being imaged and uploaded using Apptricity's mobile application, available on Android and iOS devices. The receipts are stored in a repository and the traveler can associate each receipt with an expense report or an individual line

item expense. Customized rules may be set up to prevent users from uploading reports without receipts or to require approvers to review receipts. The mobile application also allows for receipts to be captured offline and synchronized when connectivity is available.

Expenses are submitted based on configurable workflow rules centered around client needs. At any time, the expense report originator can see the workflow, from the time it was created through approvals and audits to payment.

Reporting and Analytics

Appticity Travel and Expense Management includes reporting for all users, vendors, and departments across the enterprise. These reports provide real-time data for complete visibility of corporate spending. When filtered, the reports provide a variety of useful statistics to analyze an organization's spending habits. User roles and span of control associated with each user dictates the report choices and results.

Two levels of reporting are available: integrated and ad hoc. Integrated reporting is included with Appticity TEM. Reports include expenses by category, department, vendor, date, rule violators, and top spenders. Users can also purchase ad hoc reporting through the Appticity Professional Reporting application. This is an optional reporting engine that accesses and reports on any data captured in the deployed solution, in whatever manner necessary. Reports are generated as a list, graph, or cross-tab to effectively display results. Report data can also be exported to a multitude of different formats including Excel, CSV, PDF, Flash, Doc, RTF, and others.

Implementation and Pricing

The Appticity solution is implemented in a multi-phase approach to ensure customer satisfaction. An initial discovery phase involves identifying and clarifying all requirements that the solution will need to meet. Next, the solution is configured to meet the needs of the organization based on preference settings, rule and interface definitions, and customized functionalities. The solution is then tested and demonstrated by stakeholders before being refined and deployed. The typical implementation process takes approximately 16 weeks.

After implementation, Appticity's standard Customer Support Service is available by phone or email from 8:30 to 17:30 CST, Monday through

Friday (except U.S. federal holidays). Apptricity has additional support packages for customers who elect to obtain premium support (24x7).

Additionally, Apptricity provides professional, instructor-led certification training with hands-on activities and real-world scenarios. Classes are available for administrators, end users, and trainers. These classes provide perspective and guidance before, during, and after implementation and as an organization grows.

If a training issue or question arises after certification, users can email or call Apptricity's Customer Support Service to receive additional guidance from training staff.

Pricing is based on whether an organization chooses the SaaS or on-premise version of the solution. SaaS is offered as a pay-as-you-go, per-user, per-month subscription in which all hardware, software, and security is provided by Apptricity. This version offers limited customization but provides a less costly solution with less risk. The on-premise version is offered at an up-front cost for hardware, software licensing, and IT training, with ongoing yearly licensing fees. The on-premise version also offers maximum customization, but the client must provide their own hardware, system platforms, security, and backups.

Ariett

Ariett Travel and Expense Management provides businesses with a cost-effective, modern application for corporate travel and expense reporting. Ariett’s TEM software primarily serves organizations ranging in size from 200-5,000 employees. Many of these organizations are rapidly growing and need the ability to manage multiple corporate entities on the same solution. Ariett customers also need the flexibility to manage expense transactions with different global business requirements, including originating and functional currencies, tax and VAT tracking, dimension tracking, and more. The Ariett Purchase and Expense platform with Travel and Expense Management is able to meet all of these diverse needs, bringing mobility, compliance, and power to traveling professionals.

With Ariett’s TEM solution, employees can easily enter, submit, and approve an expense report with the same experience regardless of the device used. Released for the Microsoft Azure platform in 2010, Ariett’s TEM software processes approximately 2,800,000 expense reports a year, with over \$1.7 billion in travel and expense spend managed annually.

Founded	1990
Headquarters	Pembroke, MA
Other Locations	N/A
Number of Employees	Under 100
Number of Customers	325 Customers, 2200 Companies
Number of End Users	250,000+
Target Verticals	Business Services, Software/Technology, Not-for-Profit, Healthcare
Partners / Resellers	Intacct, Intacct Partners, Microsoft Azure, Microsoft Partners
Awards / Recognitions	Ariett Microsoft Azure Case Study (2014); Ariett Microsoft Gold Development Partner (2010-2015); Ariett Application Certified as Microsoft Platform Ready for Microsoft Azure

Solution Functionality

Ariett’s Travel and Expense Management solution is part of their unified cloud spend management suite, Ariett Purchase and Expense. Built on

the Microsoft Azure Cloud platform, this suite includes the benefits of Microsoft's cloud security and the Microsoft Global Foundation Services (GFS)—a program that offers worldwide data centers for storing and backing up data, as well as extensive annual audits. For user management security, Ariett's solution supports Azure Active Directory, allowing users to have one password and login for Ariett and other Azure applications. In addition, Ariett Purchase and Expense integrates with a number of ERP and accounting systems through a variety of integration methods.

Ariett's pre-trip approval process allows employees to submit a travel request that includes requested travel dates, reasons for travel, destinations and estimated travel costs, and price quotes. The information is transferred to Kayak.com, where users gather estimated travel costs to include in a pre-trip approval request. Employees can also attach documentation, such as a price quote for a conference or a cost justification statement.

Kayak can also be used to book travel directly on the airline's website after users review available travel schedules and fares. The resulting itinerary (booked through any online booking tool, TMC, or airline) can be emailed to the employee's expense box and attached to the trip request or expense report.

For organizations that use government per diem rates (CONUS and OCONUS), Ariett will calculate the allowance for travel plans after employees enter the dates and location(s) of a trip. CONUS and OCONUS rates can also be used for pre-trip authorization to request travel advances.

Ariett offers both travelers and approvers a consistent user experience to process travel requests and expense reports across devices. Designed with HTML5 and CSS3, Ariett's solution has a responsive interface that adapts to employees' desktops, tablets, and phones. This makes it easy for employees to move between devices during the TEM process—when employees are on the go, they can start their expense report on one device and wrap it up on another without losing visibility or access to transaction data. Reporting and inquiry can also be performed across electronic platforms, and policies and business rules are consistently displayed to assist with compliance during travel. In addition, approvers can view, edit, and approve transactions and view all electronic receipts from any device.

Ariett offers traveling users three options for capturing receipts. They

can simply log in to Ariett and use a camera on any tablet, phone, or desktop to take a live snapshot of the receipt to be immediately uploaded onto an expense report line. They can also take a picture, store it locally, and later attach the saved image to an expense report in Ariett. In addition, users can take a picture of a receipt and email it to their email address in Ariett's cloud document service, Box4Dox. By storing the receipt centrally in Ariett, it is available for later attachment to an expense report from any device.

For corporate credit card expenses, Ariett Expense Reporting delivers transactions to the employee and, with the click of a button, automatically populates expense line items for both corporate and selected personal charges. Employees can select an expense ID from a pick list of multiple expense IDs for corporate credit and personal card charges. Ariett supports multiple corporate credit cards for different purposes (operations, specific projects, etc.) and multiple credit card providers and bank accounts linked to credit cards.

Ariett customers benefit from having a number of options when configuring approval workflows, including workflows based on dollar amount, department, expense type, or other criteria. Based on their role, employees can be selected for submitting expense reports on behalf of someone else or can be designated as alternate approvers. When expense reports have been submitted, approvers receive email notifications and condition-based reminder emails (e.g., a reminder email for any expense that hasn't been approved within a week). Employees whose expense reports need extra review can be grouped into a rule for approval routing and review that follows an exception path without user intervention.

Ariett's flexible policy management process and unlimited expense IDs bring visibility and control to the approval process—both before and after a trip. Policies, rates, and preferred vendors associated with expense IDs will default during the pre-trip approval step, building a detailed travel requisition for managers' approval. Receipts or additional information can be required for certain Expense IDs, and line items requiring employee action are flagged for quick navigation and completion.

Ariett's solution allows customers to set different policy rules for different groups of employees by grouping users together in a unit. Employees can be alerted to quickly review expense line items, and managers supervising different business units can make on-the-fly queries to view current and past expense line items by employee. To

determine whether specific employees are following departmental expense policies, managers can review indicator lights with policy messaging at the line item.

Once a transaction is complete and posted, reimbursable expense payments can be completed through any ERP or payroll system. Ariett also integrates directly with account payable and ERP systems for payment processing, such as Dynamics ERP and Intacct.

Reporting and Analytics

For post-trip analysis, Ariett customers can take advantage of over 75 standard reports as well as client-specific custom reports. Reports are provided on expense spending by employee, department, category, merchant, or GL account coding. Ariett also provides analytics on merchant spending details captured with credit card transactions, such as third-party data provided by the credit card company. Pre-approved vs. actual spend by employee by expense line item is another popular report.

Ariett reporting also assists with month-end closing by offering reports on credit card charges that have not yet been matched to an expense report for accrual entry and payment processing. Because Ariett data is stored in industry-standard SQL databases, custom reporting or report modifications can be completed using Ariett's SQL Reporting Services tool.

Implementation, Support, and Pricing

Ariett assigns a software implementation specialist to lead every customer through a set of training and configuration steps, which may include workflow configuration, credit card setup, policy management and user organizational roles for approval routing, and access to reporting. Implementations typically entail 15-100 hours of services provided over a 3-8 week period of time. This time frame depends on customer size, organizational complexity, policies, and reporting metrics.

Ariett provides a Customer Community and Help Site for support, inquiry, and add-on service requests, as well as a wealth of product information and videos. Customers can use this site to submit support tickets, review product release notes, and gain useful product tips.

Ariett offers Cloud SaaS transaction and user-based annual agreement

pricing based on tiered quantity breaks for users and transactions. In addition, there is a one-time quoted and estimated training and configuration fee. Unlimited support, reporting, product updates, and a dedicated account manager are included in the transaction price.

Certify

Certify has offered expense management solutions since 2008, and their diligent focus on self-improvement and customer satisfaction has elevated them to a leading position among TEM providers. Certify's software brings mobility and secure expense reporting to customers across several demographics—from single users all the way up to Fortune 500 companies. The flexibility and scalability of the Certify solution allows it to meet the needs of all-sized companies, all over the world.

Certify offers a fully automated expense system with several robust features. Their free mobile app, Certify Mobile, provides valuable tools that empower the worker on the go, and the unique Certify ReportExecutive™ feature offers scheduled and auto-generated, company-wide expense reports. Certify is also recognized by users and analysts alike for their superior customer satisfaction and support offerings, which are facilitated by a train-every-user approach, and include free, unlimited, live support to all users and a free Training Camp with weekly sessions.

Founded	2008
Headquarters	Portland, ME
Other Locations	San Diego, CA
Number of Employees	70+
Awards / Recognitions	5 Top Business Travel App, 9 Must Have Apps for Business Travel, G2Crowd Awards for Highest Satisfaction for Expense Management Software & Highest Rated for Ease of Use, 2014

Solution Functionality

Certify's cloud-based system provides a standard data interchange service for easy sharing between HRIS systems, payroll platforms, banking and payment systems, and CRM platforms. They offer integration for QuickBooks Pro and QuickBooks Enterprise, enabling users to link data from Certify with QuickBooks and download AP data into QuickBooks at no additional cost. Certify also offers integration with SAP, PeopleSoft, SalesForce, NetSuite, Oracle, and many other ERP platforms.

To ensure long-term data protection, Certify never purges its system, allowing users to access their receipt, expense, and report data for as long as they are with Certify. While this content is stored in the cloud, Certify Receipt Backup provides onsite storage of all expense reports and receipt images that pass through Certify. The company also offers a receipt backup service to allow companies to download and locally store their data to their networks. Certify regularly conducts VeriSign Extended Validation SSL and Malware Scanning, and they are level 2 compliant to PCI. They also complete quarterly PCI compliance certifications with ControlScan and are a SSAE 16 Certified data center through Rackspace.

Certify provides corporate card, ghost credit card, and personal card integration, receiving nightly data feeds from all the major credit card platforms including American Express, Visa, MasterCard, Discover, and Diner's Club. Certify works directly with the providers the issuing banks to automatically receive transactional card data in their solutions.

Certify Travel facilitates online booking through its embedded booking engine. Certify also works directly with Travel Management Companies (Corporate Travel Agencies) to import travel-booking data into their system. When booking online, Certify remembers each user's preferences upon login, including frequent flyer numbers, travel preferences, and company policies. Additionally, Certify recognizes unused tickets, applying the credit to the user's next flight.

With Certify Travel, organizations can configure their hard and soft travel policies, controlling the travel options displayed to the end users. Certify allows companies to set expense limits by expense category or by department, and users are immediately notified if their expense is not in compliance with policy. Approvers see all policy violations, and have a number of actions available as part of the approval process. Certify also offers a pre-trip notification, giving managers 24-hour notice of when travel is booked, and allowing them to decline or edit the travel information at no cost within the first 24 hours of booking.

Certify Mobile stands out for its receipt capture and mobile report creation capabilities. Using patent-pending OCR data extraction technology, ReceiptParse AutoFill auto-populates the expense data from a receipt. This data is sent to the user's virtual Certify Wallet, where it can be reviewed and added to the final expense report. ReceiptParse is available to all users at no additional cost, and is over 90 percent accurate.

Users without smart devices can submit receipts and expenses into Certify via email, scan, upload, fax, web camera, and even text message. All of these methods use ReceiptParse™ to automatically extract expense data for report creation, and there is no additional charge for any e-Receipt service in Certify.

Further expense creation features include the ability to manually enter expense details for cash expenses when there is no receipt, such as for tips or taxi rides. A user can add meal attendees using stored meal attendees from prior transactions, and can calculate mileage expenses using Google Maps. Certify Mobile also works offline, syncing expense receipt data the next time the user is connected to the Internet. Users can view and edit receipts and expenses in their Certify Wallet.

During the report creation process, traveling employees can use Certify SpendSmart™ to help improve company spending. The application allows users to quickly rate and comment on a product or service while completing an expense report. These ratings and reviews are shared with the rest of the company and are available to other Certify users. Organizations gain knowledge and valuable insights for selecting preferred vendors and maintaining vendor relationships.

The Auto Expense Report feature allows users to easily and quickly create expense reports, view and edit draft expense reports using the Certify Mobile app or by logging into their Certify online account, and view any inquiries that may be tied to an expense report. Managers have all of the same functionalities, as well as the ability to approve an expense report. All out-of-policy expenses are flagged for manager review. Items that are flagged include potential duplicate expenses and missing receipts, among other violations.

Certify offers two workflow routing options for expense report approvals: flexible and locked approval workflows. The flexible workflow allows users to simply select their approver for the report—ideal for small businesses. Locked approval workflow gives large clients the opportunity to set defined approval paths with various routing rules, including approval limits and special approval rules. Either workflow process can be easily configured for any client at no additional charge.

Through Certify ReportExecutive™, Certify Administrators can specify a company-wide schedule for automatic expense reports to be completed. When the specified day arrives, all expenses and receipts in each user's Certify Wallet are merged into a new expense report. Each user is notified by email of this event and instructed to review the

expense report and submit it for approval. After approval, Certify offers an ACH feature that provides permission-based access to reimburse employees from a company's chosen bank account.

Reporting and Analytics

Certify's reporting suite identifies spending patterns, preferred vendors, average spend across the company or across a department, and reviews policy violations with a host of audit reports. Providing valuable insight into spend management, the suite includes reporting for travel and expense review, financial oversight, auditing, and data integration.

Implementation, Support, and Pricing

Typical full-service implementations take between 4 and 6 weeks and include all the services needed to configure Certify, test the product, train users, launch the solution, and support users. After implementation, Certify offers live user training via webinar, video, and onsite training, and live user support provided by Certify's Customer Happiness Team.

Depending on the size of the company, the software pricing structure is based on either a per-user basis or a per-transaction basis.

Chrome River

Chrome River is a game-changing leader in the world of expense management. Chrome River EXPENSE raises the bar for Software-as-a-Service (SaaS) applications by combining the latest Internet technologies with a team of industry-leading implementation and support experts. The result is a unique solution that offers an easy-to-use interface, flexibility to accommodate the most complex expense policies, sophisticated workflow routing, exceptional management reporting, seamless integration with financial systems, and corporate credit card expense integration. Travel booking integration allows for the import of data from any Travel Management Company (TMC) or Online Booking Tool (OBT).

Launched in 2008, Chrome River has shown strong growth and has been ranked as one of the nation's fastest-growing companies on the Inc. 500|5000 list in 2012, 2013 and 2014. In 2013 and 2014 it was ranked on the Deloitte Technology Fast 500, and it has also been ranked in 2012, 2013 and 2014 by the Los Angeles Business Journal as one of the fastest growing private companies.

Founded	2007
Headquarters	Los Angeles, CA
Other Locations	Colorado, New York, Texas, and London, England
Number of Employees	120
Target Verticals	Legal, Professional Services, Financial Services, Technology, Pharmaceuticals, Manufacturing, Non-Profit, Higher Education, and more.
Partners	BMO Financial Group, GetThere/Sabre, US Bank, Western Union Business Solutions
Awards / Recognitions	Ranked three consecutive years on the Inc. 500 5000 list; ranked two consecutive years on the Deloitte Technology Fast 500; ranked three consecutive years on LA Business Journal's list of fastest growing private companies

Solution Overview

Chrome River EXPENSE is a SaaS-based solution delivered through any web browser. Chrome River works with customers worldwide spanning many industries. Its application framework is designed as a scalable solution that can meet the unique needs of each customer—SMEs and Fortune 500 companies alike.

Chrome River EXPENSE has an intuitive user interface that is easy to use. EXPENSE is highly configurable to address a wide array of unique business requirements, expense policy compliance rules, and approval routing scenarios. Reports are easily created using drag and drop functionality, pre-trip approvals foster increased fare discounts, and simple and efficient approval processes save managers and auditors valuable time. Receipts can easily be added to a report and are maintained on the Chrome River servers for archive, audit, and reporting purposes.

Receipts can be added using a number of convenient methods:

- » “Snap & Send” – Snap a picture with a smartphone and email it
- » Scan and email from a multi-purpose fax/scan/copy machine
- » Scan and upload from a local or network location
- » Fax by using a cover sheet with a unique bar code

Chrome River offers a robust pre-trip authorization process that can be used for the prior approval of specific expenses (e.g., air, car, hotel), or for the entire trip/business endeavor. The configurable pre-approval form allows the requestor to submit information about projected travel dates, estimated expenses (itemized by expense category), and anticipated allocations. The business rules engine then performs expense policy validation and routes the pre-authorization for approval. Once approved, the form can be used to validate actual expenses across one or multiple expense reports, apply tolerances, and provide the basis for variance reporting.

Chrome River provides users with an expansive suite of reporting functions. Submitting reports is simple—transaction items can be prepopulated by importing data from purchasing cards, cash advances, pre-authorizations, travel bookings and charges, personal accounts and more.

Chrome River’s business rules engine allows expense items to be routed for approval based on criteria such as manager, department,

amount, expense type, client, project, matter, grant, or any other logical criteria. Items can be routed independently or grouped together for approvals. Approvers receive an email from Chrome River and can choose to approve/deny directly from the email, either from within a mobile application or a browser. Expense exceptions are flagged in red with exception notes provided by the expense owner.

Chrome River's unique approval process includes conditional logic that allows certain approvers to be inserted or removed based on items contained within an expense report. For example, an auditor may be inserted or removed whether policy compliance issues exist or not. This saves auditors valuable time by not receiving unnecessary notifications and approval requests, increasing approval times and efficiency overall.

Reporting and Analytics

Included in the Chrome River solution are two useful tools: inquiry reports and analytics reports. Inquiry reports are user-specific, and are designed gain insight into users' expenses and find ways to reduce their impact on company spending. Analytic reports are higher-level metric reports that can be used by managers to analyze expense spending. A security feature is included that allows access to these reports based on assigned status and user permissions.

Chrome River offers an Active Reporting feature that allows users to manipulate standard reports to feature alternative metrics, providing a wide array of analytical opportunities. A large set of data manipulation tools allows users to perform advanced functions with the data such as sorting, filtering, calculations, charting, roll-ups, pivots, and more.

Chrome River's reporting and analytics tools allow a business to attain a comprehensive view of its travel and expense spending. This solution provides necessary tools to make succinct business decisions that reduce an organization's expense and increase revenues.

Implementation, Support, and Pricing

Chrome River EXPENSE can be implemented in as little as two months, but may take longer depending on a variety of factors. These factors include the readiness of a client, existing T&E policies, the overall complexities of a business (segments, currencies, languages), and existing financial systems and ERPs. Chrome River's Implementation Division is led by the SVP of Client Services, who has over 30 years

of experience implementing financial systems, holds a degree in finance, and is a former controller. Every project is led by a senior-level resource, many of whom are PMP-certified, hold a degree in finance/management, and have at least 10 years of experience in financial systems implementations.

The Chrome River support team members are all employees located onsite at the Los Angeles headquarters. They receive onsite training, have computer science backgrounds, and are well informed about the latest updates and newest features to ensure customers receive top tier support the first time they call. The online Chrome River Help Center provides complete documentation, and the Chrome River Help Desk offers customer forums and support ticket logging/tracking available online 24x7. They also offer Chrome River University, an online web-training environment that offers customers an opportunity to keep their skills sharp as well as to educate new employees.

Chrome River offers two cost-effective, subscription-based pricing models. The first is a transaction-based model that is priced according to expense report volume. It includes world-class hosted infrastructure, customer support, and upgrades, as well as data and receipt image storage, daily exchange rate imports, and corporate credit card expense integration.

Chrome River also offers an enterprise-level subscription model that incorporates unlimited expense reporting in addition to all the features described above. Pricing for this model is based on total employee headcount.

Concur

Founded in 1993, Concur (NASDAQ: CNQR), is a leading provider of cloud-based integrated travel and expense management solutions, working to reduce the cost of doing business by empowering customers through innovation. Over 18 million people in more than 100 countries—and 60 percent of the Fortune 500—trust Concur with their travel and expense data. Concur processes over 50 million transactions worth over \$50 billion in T&E spend per year.

Concur is a pioneer of cloud computing and is the only solution in the market that combines travel, itinerary, and expense management into one integrated and easy-to-use solution. Concur has a solution for organizations in all industries and of all sizes, from small companies of under 100 employees all the way up to six of the ten largest companies in the United States. The solution's depth of functionality and global capability ensures that Concur can support clients around the world, making it necessary for Concur to handle multiple languages and currencies, as well as deal with different tax laws, variable rates, and other challenges of being a truly global solution.

Founded	1993
Headquarters	Redmond, WA
Number of Employees	Over 2,500
Number of Customers	Over 15,000
Number of End Users	Over 18 million
Target Verticals	Concur's flexible on-demand solutions are trusted by thousands of companies around the world—in virtually every type of business or industry, including Legal, University, Manufacturing, Pharmaceutical, Financial and Professional Services
Partners / Resellers	Includes American Express, ADP, Amadeus and Salesforce.com

Awards / Recognitions	<ul style="list-style-type: none"> » Steve Singh voted CEO of the Year by the Washington Technology Industry Association (March 2012) » 2012 Deloitte Technology Fast 500 (#154) – recognizing fastest growing tech companies in U.S. and Canada » Software Magazine’s 2012 Software 500 (#151) » Forbes 100 Best Small Companies (2010) (#57)
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Solution Overview

Concur’s travel and expense management solution follows customizable business rules combined with automated travel requests or pre-trip approvals to ensure consistent travel policy enforcement. This practice puts organizations in complete control of their corporate travel booking. Concur provides functionality that allows setting of spend limits and preferred vendors before the trip through rules and preference controls. Concur’s service helps companies enforce their T&E policies every step of the way—before booking, during the trip, and when expenses are submitted and approved. The solution enables specific messages and prompts to be inserted throughout the travel booking and expense reporting process, ensuring that organizations have the ability to apprise their employees of all relevant policies.

Concur travel booking is integrated with expense reporting to create one seamless process, and connects to all major global distribution services as well as directly with thousands of suppliers, enabling all bookings (hotel, flight, rail, and ground transportation) to be completed without the aid of a travel agent. Concur’s solution enables users to filter by specific hotel amenities such as the inclusion of a fitness room or pool, similar to popular online travel booking sites. Concur’s travel and expense management services are designed with resilience and availability in mind. Their mobile platform not only allows users to log on through any web browser, but also allows users to access the solution directly from mobile apps optimized for their smart phones (iPhone/iPad, BlackBerry, and Android). This allows users on the go to quickly change reservations and also permits managers to approve expense reports while on the road.

Once all travel needs are booked, Concur's solution automatically sends all flight, hotel, and rental car information to Triplt, which organizes travel plans into an itinerary. The Triplt itinerary can be accessed anytime either online or from a mobile device.

Concur recently added a new feature to its travel and expense solution called Concur® Locate & Alert. This add-on functionality allows a company to pinpoint the location of all employees in the event of an emergency or natural disaster and send messages via SMS, voice, and email. Establishing employee whereabouts in times of emergency traditionally entails tedious processes that can take human resources hours to compile, but is now available at the click of the mouse through Concur's solution.

Concur's process for submitting expense reports and receipts is done quickly and easily through the capture of e-receipts directly from travel providers. E-receipts include detailed folio data and are automatically uploaded into a traveler's expense report. This time-saving process delivers actionable data that, in combination with corporate card transaction information, provides an unprecedented view into every expense transaction. In instances where e-receipts are not available, receipts can be scanned and attached, or sent via fax. Users on the go can use their mobile device to capture receipt images with the camera function and simply attach them to the appropriate report.

All of the solution's workflow and exceptions are handled automatically based on policies put in place by the client. Concur allows for an easily configurable service that can integrate into all HR infrastructures to ensure the most up-to-date employee information is in place.

Concur's service integrates seamlessly with virtually every back-office system, from enterprise-wide ERP systems to smaller and even home-grown back-office processes. With over 15,000 clients of all types, there likely isn't a back-office configuration that Concur hasn't worked with. The service's infrastructure utilizes load balancing, redundant network, server and storage components, and recoverability. A disaster recovery plan ensures that Concur's hosted services are recoverable in the unlikely event that a disaster occurs through disaster recovery plans that are tested regularly.

Reporting and Analytics

Concur® Business Intelligence is a robust, on-demand reporting solution from IBM Cognos. Custom reports can be created and

shared throughout a client's organization, on any timeline as required. Because all booked and expensed data is included in one place, a 360-degree view of an organization's T&E expenses becomes visible. In addition, the solution has the ability to capture ancillary fees, such as extra baggage fees for an airline, and can pull these expenses out for additional analysis. Clients can then use this data to negotiate with their most used vendors to save on travel costs based on volume or frequency. In addition to ad-hoc reporting, Concur currently has over 170 standard reports available, and adds new reports monthly.

Implementation, Support, and Pricing

Concur implementation time frames vary by customer and scenario, but the average time frame for implementation of the travel functionality is eight weeks. Time frames for expense functionality are usually longer due to the additional rigor that is often required by the client for deployment. Factors that impact implementation time include customer size, customer requirements, and add-on features such as ERP bridge programs, custom workflows and single-sign-on.

A typical implementation process for Concur's travel and expense management solution occurs in five major steps including client project team preparation activities, initial requirements gathering and configuration analysis, evaluation and validation of initial configuration, project team training and preparation for deployment, and transitioning with the hand-off to a Concur Client Support team. Not all of Concur's solution's pieces have to be rolled out at the same time, and implementation can be done in phases. For instance, a specific functionality can be turned on first, or the solution can be launched end-to-end by certain divisions or regions.

Concur provides world-class service and support to clients post-implementation. Each Concur client has access to experts, powerful tools, and resources that come standard with every solution, along with Concur's commitment to helping clients succeed. Each client receives training, support, and account management. Training includes a variety of tools and resources to cover client needs from QuickStart guides to personalized training. Support is provided via phone, email, and online technical support. In addition, Concur's client portal and Client Central provide self-service tools. A team of Account Managers handles Concur's ongoing client relationships. Account Managers provide continued client care following implementation, helping to ensure clients maximize the value of Concur solutions.

Concur has no up-front costs for standard implementation. For larger companies or for clients with more complex needs, there is a nominal implementation fee based on the complexity of the client's requirements. Once implemented, all clients pay an ongoing monthly subscription fee based on the number of transactions processed. Price ranges vary based on the specific needs of the client. Volume pricing models are available that lower the cost per transaction as the number of transactions increase.

DATABASICS

DATABASICS has provided web-based expense reporting solutions since 1998. From pharmaceutical and medical device manufacturers who need to comply with the Sunshine Act to German companies automating per diem regulations, DATABASICS has had extensive experience in implementing comprehensive expense reporting solutions for a diverse set of clients. DATABASICS is a global provider with customers in North and South America, Europe, Asia, and Australia, representing a broad range of industries and verticals.

All DATABASICS customers share a desire to provide their users with an easy-to-use solution that does not compromise in meeting their accounting, internal control, and reporting needs. DATABASICS' Travel and Expense Management software is comprehensive, intuitive, and built for seamless integration.

Founded	1983
Headquarters	Reston, Virginia
Other Locations	Montreal, Canada
Target Verticals	Pharmaceutical, Healthcare, Professional Services, Retail, Government Contracting, Global Organizations, Non-Profit, Manufacturing
Partners / Resellers	Microsoft Dynamics, Runzheimer, Cornerstone, Amadeus
Awards / Recognitions	Deloitte Fast 50 for Virginia

Solution Overview

DATABASICS' SaaS software is PCI compliant, EU Safe Harbor certified, and SSAE-16 certified, and undergoes regular third-party penetration testing. DATABASICS also has redundant data backup schemes utilizing on-site and off-site storage, and maintains a mirror remote facility for disaster recovery. Formal disaster recovery plans are periodically rehearsed and refined.

DATABASICS' interface utility allows for the configuration, scheduling, and data flow management of tightly coupled solutions with major ERP and client accounting systems (e.g., Microsoft Dynamics, SAP, Oracle, Lawson/Infor, Quickbooks). Multi-company roll-ups and inter-company transactions are also supported. Because of the utility's power and

flexibility, interfaces can be developed without programming, thereby eliminating the delay, bugs, and cost often associated with providing interfaces specific to a client's requirements.

DATABASICS' pre-trip authorization allows organizations to selectively or comprehensively require approval prior to an employee purchase. All workflow and business rule capabilities of DATABASICS expense report approval are provided for pre-trip authorization, and validations can be performed against organizational unit budgets, project budgets, and business rules. The level of detail required for approval prior to a trip is controlled by the organization, and if a user is required to file a pre-trip authorization, he must identify the associated authorization in order to submit a valid expense report. The expense report process compares "approved" to "actual" and generates a validation error if the difference is outside configured tolerances.

The solution's policy engine is easy to use and gives administrators full control over the scope and processes associated with business rules. Policies can be built using any combination of variables such as organizational unit (down to the individual), project/fund source, spend, vendor, expense type, or even time period. DATABASICS provides an array of options for non-compliance, and rules containing complex logic can be formulated by simply filling out a digital form (no programming required). Specialized rules are available for functions such as per diem calculation and mileage reimbursement, including "commute mile" adjustments. Additionally, for global organizations, multi-language messaging is provided at the individual policy level so a given policy does not need to be repeated for every language.

For online booking, DATABASICS integrates with third-party products like Sabre's GetThere, and has recently partnered with Amadeus eTravel. DATABASICS can accept feeds directly from these booking engines, or through intermediaries like Cornerstone and Grasp. The integration is used primarily to auto-populate credit card data with fields unique to travel reservation transactions that require additional information (e.g., ticket number). The integration also supports the processes of contract rate analysis and enhanced reporting.

The DATABASICS solution supports multiple processes for submitting expense reports and receipts including mobile photography, OCR (Q1 2015), email of receipts with attachment at the report or line level, faxing via bar coded cover sheet, and scan-and-attach. Users on the go can continue the expense reporting process after receipt capture—the DATABASICS mobile TEM software is a full-featured application,

giving end-users and approvers full access to the entire solution. This includes project tracking, credit card integration, and more.

Once reports are submitted, the DATABASICS Expense workflow engine allows the customer to control the flow of report review and approval. Numerous criteria can be used to route individual reports like spend limits, policy violation types, expense type (e.g., group meals), reimbursement thresholds, organization unit (down to the individual), position of the filer (e.g., executive), project/funding source, and more. Hierarchies can be built to any level and can be imported from HR or other customer systems.

All workflow is supported by configurable email notifications, and tasks can be performed using either the mobile or “standard” solution, or both. Audit trails are generated for all approval activity, and filers can see exactly where their reports are in the process. Once expense reports are approved, DATABASICS provides direct expense reimbursement to employees and vendors through DATABASICS ACH Service. For customers who do not elect the service, a voucher file is provided.

Reporting and Analytics

DATABASICS Reporting provides an array of standard reports, as well as a powerful, drag-and-drop, ad-hoc capability for exploring process and spend questions. Virtually any field, detail, or combination within the expense solution can be used to develop reports.

Reports can be generated in various forms, including charts and graphs, and can be viewed in standard formats including Microsoft Excel and Word. Report delivery can be automated to run on a pre-determined schedule with a distribution list of the customer’s making.

Implementation, Support, and Pricing

A typical DATABASICS implementation runs 3-8 weeks. The duration of the implementation can be impacted by a number of variables, including the complexity of requirements, requirement changes, customer project team changes, and other projects competing for the customer’s time. During implementation, the DATABASICS professional services team will follow a proven implementation methodology that includes 6 key steps: business analysis, configuration, integration, training, pilot, and rollout. DATABASICS provides a test environment in addition to a production environment. Throughout this process,

customers have 24x7 support and control over the administration of the system.

During configuration and user onboarding, DATABASICS' Professional Services and Support Team specialize in ensuring that customers achieve their goals for expense reporting as completely as possible. Training is based upon the customer's actual configuration of the system. This focuses training upon what will be most relevant to the user.

DATABASICS charges by expense report. Pricing is tiered based upon monthly volumes. Included at no additional charge are two customer processing environments: Test and Production. DATABASICS Reporting and DATABASICS Mobile are available as standard support and maintenance, while DATABASICS Audit, Budgeting, Receipt Faxing, ACH and implementation services are among the options available at additional charge.

Expensify

Expensify delivers cloud-based travel and expense management solely through a mobile expense management application. When Expensify released their app 6 years ago, they became the first company in the TEM industry to launch a completely mobile platform. Their unique business strategy and advanced receipt transcription technology sets them apart from many of their competitors in terms of innovation and versatility.

Expensify's success is due in large part to the simplicity of their product. Tireless in their pursuit to improve performance, efficiency, and user experience, their mission has always been to create the fastest and easiest product for employees to use on the go. They work towards this for the entire market, as the solution is suitable for organizations of many sizes across an array of industries.

Founded	2008
Headquarters	San Francisco, CA
Other Locations	Michigan, Paris, Brazil, London
Number of Employees	100+
Number of Customers	9000
Number of End Users	3M
Target Verticals	Technology, Non-Profit Manufacturing, Pharmaceutical, and Financial and Professional Services, among others
Partners / Resellers	NetSuite, Priceline, Egencia, and Uber
Awards / Recognitions	Fortune Best Apps for Business, g2Crowd High Performer in Expense Management, Finovate Best of Show, Business Insider Hottest Mobile Enterprise Startup

Solution Overview

Expensify SaaS solution offers direct integration with NetSuite and provides customized integrations with Oracle, SAP, and Workday. Expensify employs bank level security to protect its clients' data. It is also PCI DSS compliant, undergoes annual third-party penetration

tests, and it recently underwent an SSAE16 SOC I audit.

Expensify is scanned nightly by McAfee and is TrustE certified. All information stored in Expensify is encrypted and stored on multiple geo-redundant servers in real time, and a full backup is performed nightly. Encryption is done with a special split knowledge and dual control key, the state of the art in encryption key management.

For pre-trip planning, Expensify integrates with several corporate booking solutions to import hotels, flights, and rental vehicles (including Egencia, Nu Travel, and Uber, and the app also allows open booking through Priceline, AirBnB, and Hipmunk. Pre-trip authorization is typically done within the company's preferred booking tool, and all transactions imported into Expensify from a corporate booking tool are kept within corporate policy. An in-product booking tool is scheduled for launch later in 2015.

Expenses can be created in a number of different ways, as there are multiple methods available for capturing receipts. Expensify's flagship feature is SmartScan, a receipt transcription service. SmartScan recognizes the merchant, date, and amount from receipts and attaches that receipt image to the corresponding imported credit card transaction, or creates a new expense in the case of a cash expense. SmartScan operates through a combination of parsing, OCR, and human-augmented recognition technology. Expensify introduced this concept and technology to the expense management space and holds the patent on this function.

Users can also forward email receipts to Expensify, where they are added into the the user's Expensify account and automatically merged with the corresponding imported bank transaction. Expensify also imports personal, corporate, and commercial cards through an in-house bank import system. This component enables them to build new connections with banks faster than systems reliant on third-party technologies.

Other ways to capture receipts include the creation of verified eReceipts, which are used for all imported credit card transactions under \$75, and are important in the case of lost receipts. Also, a Google Chrome extension can take a snapshot of receipts on a web page, read the merchant, date, and amount, and then create an expense in an employee's account with that receipt image.

The Expensify App allows customers to create, edit, and submit expense reports using all captured and stored receipts. The app

also imports credit card information and allows users to manually create cash transactions. Additional features allow users to create mileage expenses, track billable hours, and check upcoming trips (with automatic push notifications with trip updates). Users can also use the mobile app in offline mode and re-sync their data when they have wi-fi or network access.

Reports are created to be simple and transparent. Line items can be sorted by accounts, projects, locations, customers, date, and more. Line items that were automatically created using SmartScan or credit card import are distinguished from those that were manually edited in order to make any audits easier. Reimbursable expenses vs. non-reimbursable expenses are also clearly highlighted, as well as billable vs. non-billable expenses.

Expensify allows companies to fully customize their expense policies in order to ensure compliance and maximize control while still delivering a great end-user experience. Expensify highlights any out-of-policy transactions, notifying the user of what they need to fix before submitting. These notifications are communicated within the Expensify app or through the website. Email notifications are sent to users who have had an expense or entire expense report rejected.

Companies choose how strictly they want to enforce policies, and employees can be set up into control groups with different policies and rules applying to them. Approval workflows can be endlessly customized. A simple chain of command or business logic can be applied to key-off positions, departments, titles, countries, or any other information pulled from the company's ERP. Report exceptions are highlighted at the time of creation and submittal, and approvers are alerted of all exceptions when a report is submitted. Company admins can configure whether they want to block exceptions, warn users, or simply alert approvers/admins. Once a report has been approved, it is then exported to the ERP using the configured settings with a single click.

Companies have two options when it comes to reimbursement. They can either export expense reports to their ERP/payroll solution or use Expensify's ACH direct deposit system (US only).

Reporting and Analytics

Expensify's analytics tool helps organizations drill down and view spending in the ways which are most meaningful and relevant to their needs. For example, a user can filter spending by card or bank account, narrow in on specific categories, and get an idea of an individual's spending over a period of time, or any combination of the above.

Implementation and Pricing

Expensify is simple to implement and can be rolled out in under 6 weeks, depending on the organization. Any customizations that are required are identified before the contract is signed. While Expensify's ease-of-use makes most training unnecessary, customized training videos, tutorials, employee webinars, and troubleshooting guides are all available, and are discussed during product rollout. Admins have access to all the training resources, but they are also given a dedicated team of "success coaches" that answer any issues, as well as facilitate staff training.

Pricing can be handled in two different ways, and beyond these there are no additional "nominal fees." The first option is activity-based pricing, which only charges organizations for employees that actually submit expense reports. The second option is a standard SaaS subscription contract with monthly payments. This is available for organizations that would prefer to establish a set number of users in lieu of activity-based pricing.

Fraedom

Fraedom provides technology that makes it easier for people to manage and control their entire business spend. A cloud-based fully-integrated travel and expense management software, Fraedom enables customers to save money, improve control, and free up staff to focus on higher value work. By using Fraedom, organizations gain total control in their travel and expense processes, and beyond to their procurement spend.

Fraedom operates with a strong customer-centric approach, putting their customers' needs first and meeting those needs with their award-winning technology. Fraedom delivers benefits daily to customers across the world, processing over 10,000 transactions per hour. The platform is used by 2.5 million employees across 124,000 organizations.

Security controls and processes are embedded within Fraedom to safeguard customers' information from unauthorized access, tampering, or loss. This is supported by continuous system monitoring and regular audits against strict international regulations. Fraedom's technology has banking-level security practices, including compliance with the Payment Card Industry Data Security Standard (PCIDSS).

Website	www.Fraedom.com
Founded	1999
Headquarters	United Kingdom
Other Locations	North America, Australia, New Zealand, and Japan
Number of Employees	340
Number of Customers	Fraedom is used by over 124,000 organizations globally, both directly and through their partner network
Number of End Users	2.5 million
Target Verticals	All vertical sectors
Partners / Resellers	Includes: Visa, SunTrust, BMO Financial Group, Lloyds Banking Group.

Awards / Recognitions	Financial Leaders in Innovation for Payments and Cash Management: AP category; Banking Technology Award; Barclaycard Spend Management – powered by Fraedom – Best Payments Initiative category; International Business Awards - Best New Product or Service of the Year for Financial Services
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Solution Functionality

Fraedom enables organizations to manage their entire business spend in one place. Customers can plan, approve, book, spend, capture, manage, report, and improve on travel and expenses. Fraedom technology supports and adds value to each member of the TEM process, from the travel booker, traveler, and approval chain through to finance procurement, compliance, and senior management.

Fraedom’s travelers plan, search, and book travel by consolidating all travel channels into one easy-to-use tool. Customers can choose from a wide range of transport and accommodation options with preferred suppliers and negotiated rates, offering them the best value for the trip and ensuring they are in policy. Fraedom supports all major GDS platforms for international programs.

Travel requests flow through a simple approval process, and exceptions to policy are flagged. For users, the approval stage is straightforward, as policies and approval workflows are pre-configured within the system. Approvers are alerted by email to expense requests and can respond directly without having to find more information or go through a long number of steps to approve or reject.

Fraedom’s platform manages all spend at all points of the trip, whether it is made by card, cash, invoice, or other forms of payment. All transactions can be viewed within one simple screen, giving customers total visibility. Users also have the ability to review the estimated trip cost against the actual cost. Booked travel through online or travel agency telephone channels is automatically captured for ease of reconciliation. There are also automated data feeds for corporate card spend.

Simple, automated and consistent processing of transactions enables greater accuracy in reporting on spend. Workflow rules can be configured to ensure spend is automatically directed to the right approver. Alerts can be set up to flag costs that are exceptions to

policy, prompting necessary action. Approving spend can be done via any web-enabled device.

The data in Fraedom feeds directly into existing finance and payroll to allow customers to easily integrate with their systems and processes for expense reimbursement. Fraedom is able to integrate with almost every ERP, including Agresso, JD Edwards, Microsoft Dynamics, Oracle, Peoplesoft, and SAP. For full automation of all approved expenses, it can generate files for bulk bank payments.

Reporting and Analytics

Fraedom's reporting capabilities provide a 360-degree view of spend at any point in time. The platform offers a range of standard reports, including employee spend, top supplier spend, spending pattern exceptions, and transaction search. Customized reports can be produced at a range of different levels to provide summary-level information for senior management and specific detailed insight for analysis at a departmental/individual level. Customers can control online reports with drill-down functionality using an easy-to-use interface. These reports allow customers to analyze, review, and monitor all aspects of their business spend, and they support all transactional data sources irrespective of source (card, cash, phone, fuel, etc.).

Reports can run across company, division, and international boundaries. Organizations with an international presence using multiple currencies can report in one single currency. Sort and display options are also available, and reports can also be extracted to PDF or MS Excel for more complex manipulation.

Implementation, Support, and Pricing

Fraedom works hard to meet each customer's specific requirements and objectives, rather than shoehorning the customer to fit the technology. This makes the process of implementation efficient—typically projects are completed within 45 days. They also provide global support 24 hours a day via telephone, email, and through an online user portal. Training is available for users to sharpen their skills through an online training tool and in-person training, as required.

Fraedom offers “pay as you use” pricing, which means that fees are charged per active use rather than on a license-by-license basis.

About PayStream

PayStream Advisors is a technology research and consulting firm that improves the way companies plan, evaluate, and select emerging technologies to achieve their business objectives. PayStream Advisors assists clients in sorting through the growing complexities of IT applications related to business process automation with the goal of making objective, analytical, and actionable recommendations. Wherever business process automation technology is an issue, PayStream Advisors is there to help. For more information, call (704) 523-7357 or visit us on the web at www.paystreamadvisors.com.