

# Infor



## About the company.

Infor™ was formed to deliver business-specific software to high-demand, high-growth organizations. In just four years, it achieved annual revenue of \$2.1 billion through strategic acquisitions and by integrating and improving the best available enterprise applications. With more than 70,000 customers worldwide, the company now operates offices in 125 countries.

Infor's business software portfolio now spans the full range of enterprise functions. The company offers financial management, enterprise resource planning, customer relationship management, asset management, and supply chain management solutions on a variety of platforms, including versions for client-server environments, mainframe systems, and web-enabled editions. The company has also integrated a strong suite of programs for human resource management, performance management, public service, and other critical operations.

Infor also maintains a large Professional Services Organization that employs thousands of consultants who travel extensively, as well as a rapidly expanding and equally mobile international sales force.

“ Infor Expense Management helps us automate and enforce our T&E policy and virtually eliminates unapproved activity. ”

JIM RILEY, VICE PRESIDENT OF SHARED SERVICES, INFOR AMERICAS DIVISION



## Setting the strategy.

The company's swift growth and heavy travel created a need for a robust, globally oriented, multicurrency expense management system to provide its worldwide workforce with quick, efficient, and accurate expense payment processing. After evaluating a variety of options, the company found the best solution in its own portfolio—Infor Expense Management.

By 2006, Infor's combined companies employed at least four major expense management systems along with several minor ones. Only one of them was rich enough to serve an organization with Infor's global reach. Infor's Expense Management (XM) system was originally the leading product developed by Extensity, Inc.

At that point in its growth, Infor was confronting a rapidly increasing volume of expense claims generated in dozens of currencies across scores of countries around the world. "We had difficulty with multicurrency transactions," says Jim Riley, vice president of Shared Services for Infor's Americas division. "Everything had to be put into US dollars in order to get reimbursed."

Currency conversion was just one of many challenges. By this time, the company was doing business on nearly every continent, and was subject to regulations and taxes in literally hundreds of countries and municipalities, each with its own set of rules. Infor Expense Management was designed to automate such complex global travel expense policies and calculations and streamline the approval and payment process for prompt, accurate results.

As in many businesses, the pain of expense payment processing ranged far beyond the Finance department. Managers often lost thousands of otherwise productive hours each year approving paper-based expense claims. "In the days before adopting Infor Expense Management, you had to come back to the office where the expense reports would be piling up in your inbox for approval," says Raj Rajaji, Infor's chief financial officer.

## facts at a glance:

> company .....	Infor
> product .....	Infor Expense Management
> platform .....	Hosted
> database .....	Hosted
> industry .....	Software and Services
> revenue .....	US \$2.0 Billion
> employees .....	8,000
> country .....	USA

## Getting business specific.

Infor Expense Management streamlines the approval process through a web-based claim system that automatically routes approvals via email, allowing managers to approve expense claims through their familiar Outlook email client. "You can approve expense reports sitting on the beach," says Rajaji. The company plans to take advantage of the Blackberry® compatibility available with Infor Expense Management within a few months, giving managers an even speedier way to authorize approvals from nearly any location.

Employees also save time with the new system. "You can enter your expense report anywhere, anytime, as long as you have an Internet connection," says Keith Akin, Infor IT director. "It's an easy process." In addition, direct links to credit-card data simplify the process even further. "The American Express corporate card feed saves employees even more time," says Riley. "All their expenses are sitting in XM. They just pick and choose and say 'These five are on this trip; these ten are on that trip.' They don't have to enter the date, the amount, the vendor. They just select it from a list. A consultant who travels may have 30 or 40 expense items every week that he otherwise has to enter manually. Once it comes in from a credit-card feed, he just selects them."

The system not only speeds and simplifies the process of submitting expense claims, but also improves accuracy by minimizing manual data entry errors, reducing the cost of processing claims. "A manual report typically costs about \$30 to process," says Bob Steven, product manager for Infor Expense Management. "With XM, it's about half that. We've seen customers who have reported 60% reductions in calls to the Accounts Payable department."

## Seeing results.

Being able to supply clients with expense documentation rapidly and efficiently in a fully electronic form helped Infor improve its customer service, an unexpected benefit of the new system. For example, consultants working with Infor's Professional Services Organization travel frequently and often need to provide clients with detailed expense documentation, including all receipts. Infor Expense Management's document scanning feature dramatically speeds and simplifies that process for the consultants as well as the clients.

"People stand in front of Xerox machines for hours on end making copies of all of those paper documents," says Rajaji. "Then they mail that ten-ton product to the customer as a supporting document. With XM, we can press a button, pull all those things into a PDF document automatically, and send it out." A "greener" work process results from emailing supporting documents rather than printing them, which saves paper and reduces carbon emissions related to the shipping and delivery of physical documents.

As expected, the fully automated expense system greatly improves financial management. "The biggest efficiency that my team sees is when an individual creates an expense report. It goes through the approval cycle, and automatically goes into our ledger. We don't have to touch it once it's been approved," says Riley. "It automatically flows through to accounts payable for payment and automatically goes through to the ledger for posting to the expense accounts that it belongs to. The other benefit is that it allows us to automate our T&E policy and helps us enforce the policy. It allows us to automate, track, and block unapproved activity."

“ With the richness of the product, the ability to roll it out internationally, and the ability to do multicurrency transactions, there's an enormous opportunity for cost savings. ”

RAJ RAJAJI, CHIEF FINANCIAL OFFICER, INFOR

Automatic expense documentation also yields more detail, which equals dollar-and-cents benefits. "If you're in a hotel and need itemization in a hotel," Riley explains, "the level three data that you get from American Express will automatically fill out that itemization for you, breaking it into room and rate and meals," which more readily distinguishes expenses that are reimbursable from those that are not. Outside the US, Value Added Tax calculations are another important source of cost reclamation. "You can configure XM so that it does the VAT calculations for you and passes that on to AP for reclamation of those taxes," says Riley. "It pushes each VAT transaction to a recoverable account instead of expensing it."

## Doing business better.

Infor and its customers face many similar challenges arising from the mushrooming complexity of an increasingly global marketplace. Almost inevitably, employee-generated expenses will constitute a growing dollar volume of corporate costs in a rapidly expanding company. While it's essential to control those costs, it's just as essential to preserve the agility that allows a company to serve its customers quickly and effectively. Infor Expense Management delivers essential controls and management information, while simplifying the task of paying a growing volume of expense claims. As a result, Infor is positioned to respond quickly to customer needs as they arise, and to continue its rapid growth. CFO Rajaji anticipates dramatic, bottom-line benefits: "With the richness of the product, the ability to roll it out internationally, and the ability to do multicurrency transactions, there's an enormous opportunity for cost savings."

### There is a better way.

At Infor, we work with a core belief. We believe in the customer. We believe that the customer is seeking a better, more collaborative relationship with its business software provider. And a new breed of business software: created for evolution, not revolution. Software that's simple to buy, easy to deploy, and convenient to manage. Our 8,000+ employees in more than 100 countries and 70,000 customers stand with us. We look forward to your sharing in the results of our belief. There is a better way. For additional information, visit [www.infor.com](http://www.infor.com).

**Infor Corporate Headquarters**  
13560 Morris Road  
Suite 4100  
Alpharetta, Georgia 30004  
USA  
Direct: +1 (800) 260 2640

Contact your local Infor office regarding availability of products in your region.

**INFOR™**