

Auxiliary Enterprise Technology Provider Automates Expense Management and Project Accounting



Founded in 1975, CBORD powers housing, food, nutrition, access, and card system technology on over 6,000 higher education, healthcare, and business campuses worldwide.

With more than 400 employees and around 5,500 paper expense reports to process each year, it was becoming extremely tasking for staff and costly to the organization to mail, process and store mounds of paper.

Business challenge: manual, paper-based expense management with disconnected project accounting

Approximately half of CBORD employees travel up to 40 weeks of the year and submit weekly expense reports by taping receipts to pieces of paper, filling out manual or Excel-based reports and mailing them to the Ithaca, NY, office for processing. Managers must review each report for approval and submit to accounting staff who would enter each expense item into Microsoft Dynamics GP, including matching those expenses to the appropriate project for customer billing. The entire process from start to finish could take up to three weeks to complete.

In addition to the time lost on redundant manual processes, CBORD was spending thousands of dollars on postage and storage fees and knew it was time to look for a solution to modernize their expense management. An initial search returned several options but, with transaction-based pricing, the costs would add up quickly and be a huge expense. Next, they talked with a consulting company about developing a custom system from scratch.

A final search led them to DynamicPoint. "Their expense management solution was identical to what we wanted to build, it was already designed to work with Dynamics GP, and the company had an excellent reputation of customer service," says Amy Tolbert, CBORD's Senior Manager of Business Applications & IT Support Services.

The solution: automated expense management with integrated Dynamics GP project accounting

DynamicPoint consultants and technical specialists worked closely with the CBORD team for several weeks to get an in-depth understanding of their entire process, particularly around their unique project accounting needs. "Before ever signing paperwork, they spent a lot of time with us upfront to understand our customizations. Nobody we had talked to before understood project accounting, and we have over 250,000 projects in our system so it's critical to us. With them, it was much more comfortable. They know Dynamics



CBORD employees travel worldwide to provide sales, service and support to 6,000 customers.

Project Summary

CBORD

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Business challenge

Paper-based expense reporting with inefficient processes and redundant manual entry for project accounting

Solution and benefits

- Customized expense management system fully integrated with Microsoft Dynamics GP, SharePoint and Active Directory
- Automated project accounting
- Real-time expense report submission, approval and processing
- Expedited expense reimbursement
- Split-cost expense allocation



and got what we were trying to do from the beginning.” DynamicPoint developed a SharePoint expense management solution for CBORD that includes native integration with Dynamics GP and Active Directory, with enhanced customizations for their unique project accounting processes.

Now, traveling employees can simply take pictures of receipts on the spot with their mobile phone and attach them to a secure email. Expense reports are created quickly in SharePoint with the added flexibility to tailor fields so they are never locked into a one-size-fits-all form. Managers are automatically notified for timely approval, and AP transactions are generated in real-time within Dynamics GP and expensed against the right projects.

In addition, DynamicPoint recommended an extended reporting solution for CBORD’s advanced reporting needs that has been a perfect fit. “With everything in Excel before, nothing was reportable and today we can quickly access, audit and report on any of the expense data.”

Benefits: Significant time and cost savings with improved accounting accuracy

DynamicPoint’s SharePoint expense management solution has greatly reduced the amount of time and money CBORD spends year over year on expense processing and project accounting. A few of the major benefits reported are:

- Streamlined electronic submission and tracking of expense reports and receipts has provided substantial savings on paper, postage and storage
- Robust reporting and analytics has enabled deeper insight and forecasting capabilities for expenses
- Automating AP transactions into Dynamics GP has freed the finance team from time-consuming manual entry and reduced the risk of errors
- **Ability to split and allocate costs to multiple projects has improved billing accuracy and expense tracking**

“We have been so impressed with DynamicPoint’s solution and their people. They put in the time to make sure they can deliver what they promise,” says Tolbert. “You can tell they are very committed to their customers and made me feel like a priority through every question and conversation.”

“It used to take three weeks to process an expense report and now our employees can get reimbursed the next day. They also appreciate being able to track the status every step of the way.”

Amy Tolbert, CBORD
Sr. Manager Business Applications & IT Support

DynamicPoint helps organizations automate expense management with flexible and integrated solutions.

