



## Bromford make significant savings with ExpenseOnDemand

Bromford Group is a leading provider of affordable and supported housing throughout most of central England. The organisation has doubled in size in the last five years, now operating in 58 local authorities with 26,000 homes and employing over 1,000 people.

As a commercially focused group, Bromford is always looking for ways to improve efficiency and deliver cost savings. In 2006, the group decided to implement an automated system to manage employee expenses.

Previously this was a very time consuming process, paper claim forms would arrive in Finance, sometimes with receipts, sometimes without, and often with incorrect entries. These were then manually checked and coded before the appropriate VAT treatments were applied to each line. As the organisation increased in size, the task became more and more challenging.

“We were looking for an expenses solution that gave us value for money”

Bromford turned to ExpenseOnDemand, a UK based company whose other housing clients include Peabody Trust and Riverside. ExpenseOnDemand is a hosted solution, accessed via a web browser from anywhere in the world. The system supports multiple currencies and is used in more than 70 countries worldwide.

Claims are completed on-line using templates and menu options that encourage employees to comply with pre-set rules and policies. Once submitted, the claims flow electronically to line managers for approval and then on to Finance or Payroll for payment. Users can track the progress of their claims on-line and no longer need to bother Finance staff with queries.

“Colleagues were able to start using the system after just fifteen minutes of training”

The project was a success from the start. Implementation took just a few days and Bromfords’ employees were able to start using the system after just fifteen minutes of training.

In 2008, Mohit Dar was appointed to head up the busy Finance department, now responsible for processing over 1000 employee expense claims each month. “I inherited ExpenseOnDemand from my predecessor”, explains Dar, “sometimes this can be an issue, but in this case the feedback from users was very positive”.

Bromford achieved a number of quick wins including standardization of expense claims and significant reductions in expenditure. More recently, Dar has extended the contract with ExpenseOnDemand and is keen to deploy more of the functionality on offer.

ExpenseOnDemand uses Google maps to verify mileage claims. There is also the option to set up standard journeys, a feature well suited to organisations like Bromford with many distributed offices. “Approximately 70% of our employee expenses involve mileage”, says Dar, “and many of these journeys are to and from the same locations. These mileages can now be pre-set with fixed mileage values”.

ExpenseOnDemand also incorporates a sophisticated vehicle management module which holds details of employees vehicles, mileage rates and allowances. Details are updated on-line by the employees and documents such as driving licences and insurance certificates can be uploaded to satisfy duty of care requirements.

# Expense OnDemand

“Previously it was possible to make payments based on incorrect mileage rates because we could not verify which vehicle was being used” says Dar. “Now we are confident that every payment is correct and compliant with our expenses policy”.

“ExpenseOnDemand has made a huge difference at Bromford”

Numerous standard reports are available on-line that break down spend in great detail. “As we move forward, we will use ExpenseOnDemand’s reports to identify areas in which we can further improve our performance” says Dar.

Also provided is a powerful report writer that creates bespoke reports in minutes. These reports may be printed, exported to Excel or uploaded to other systems in CSV file format.

“ExpenseOnDemand has made a huge difference at Bromford,” concludes Dar. “We have freed up three people in Finance who were previously inundated with paper forms and queries, we always make payments on time and we now have control of this process which has resulted in very significant savings.”