

Young and Co.'s Brewery, P.L.C.

The Background

Young and Co.'s Brewery, P.L.C. is a public limited company established in 1831. The company manages all operations for selling food and drink through its network of pubs. In 2008, it was responsible for 116 managed pubs and 103 tenanted or leased ones, principally located in London and the South East.

Previously, Young's employees had to use a spreadsheet-based form to claim expenses. The tedious, manual process – which required the finance team to spend additional time to process, validate and pay employees – was often inaccurate and time consuming. Furthermore, the forms were only submitted and paid once a month, which meant employees often had to wait for their claims to be reimbursed. To help them make the most of their time, Young's turned to GlobalExpense (now from Concur) to help them simplify the process and deliver timely information to help them manage costs.

The Challenges

Young's wanted an efficient and compliant expense management solution, initially to be rolled out for the headquarters' staff. The business looked to address:

- Reducing the man-hours devoted to employee expenses at the Head Office
- Reducing the errors in claims submitted
- Providing a single, standardised procedure for claiming expenses
- Improving VAT compliance
- Improving reporting to measure expenditure by type, by individual, and by department

By turning to the GlobalExpense solution from Concur, Young's has transformed its employee expenses process. Significant benefits include:

- A compliant expense management service that automatically identifies out of policy claims
- A streamlined process that removes a significant administrative burden for the payment of claims from the Head Office
- A single, unified system that provides timely information to help them manage their overall spend

Key Facts

Company:

Young and Co.'s Brewery, P.L.C.

Annual Expense Spend: £300,000**Number of receipts per month:**

875 on average per month

Number of claimants:

50 claimants at Head Office

Previous system:

Spreadsheet-based system

Key Benefit

A fast, efficient, and VAT and tax compliant service that removes the heavy administrative burden and helps to reduce costs and save time

- Quicker payment, with employees able to submit and track every claim through the web-based service
- The validation and storage of receipts in-house has been transferred out to Concur
- Significant savings in man hours and administration costs in the Finance function

In addition, the in-depth reporting has added significant rigour to the approval and sign-off process for expense claims. Previously, any suitably senior staff member could sign someone's expenses with potentially no real appetite to scrutinise what they were signing. Thanks to the automatic policy enforcement functionality, expense claims are more transparent and measurable by type, person or department, as well as enforced authorisation from line managers to ensure policy compliance.

In addition to providing policy and VAT compliance, the GlobalExpense solution has dramatically cut the amount of time spent collecting, collating, authorising and paying employee expenses in Finance.

Now, employees can submit their claims at any time. Once approved and validated, the claims are paid direct to the employee. Young's senior management team is delighted with the added rigour and transparency that the GlobalExpense solution from Concur provides. Young's has dramatically reduced the number of errors in submitted claims through a single standardised process across the company.

“The GlobalExpense solution gives me peace of mind that our paid expenses are more rigorously and effectively processed than previously. Claims procedures are now standardised and information retrieval and analysis is much improved, providing scope to generate and enforce new rules and processes in the future.”

Keith Wilson
Young and Co Brewery

About Concur

Concur is a leading provider of integrated travel and expense management solutions. Concur's adaptable Web-based and mobile solutions help companies and their employees control costs and save time. **Learn more at www.concur.co.uk**

