

# Concur's 'Smart' Expense Reports Have Rust-Oleum Employees Covered

**Company:** Rust-Oleum Corporation

**Implementation:** Concur® Premier with expense, mobile and service administration

**Industry:** Paint/coating Manufacturer

**Company size:** 800 employees / 300 using Concur

Rust-Oleum Corporation is a worldwide leader in protective paints and coatings for both home and commercial uses. Until last year, the company used an spreadsheet-based expense template that required employees to print out their expense reports, attach receipts and mail to their manager for approval who would then have to mail to Accounts Payable.

“It was a long, drawn-out process,” says Director of Treasury Jennifer Scuglik. Because employees would often use expedited shipping for each report, the process was also costly.

When it was time to choose expense software to replace the spreadsheet-based system, Rust-Oleum’s top priorities were ease of use, price, functionality, and how much each of the companies they considered spent on research and development as well as enhancements. An American Express account holder for the last 10 years, Rust-Oleum also wanted a solution that would provide seamless integration with its corporate card. Scuglik says that, by far, Concur beat out the competition in all areas.

One of the favorite features among Rust-Oleum employees is Concur’s smart expense reporting that automatically populates information for users that have the same expenses month to month.

“You’re not just starting with a blank template,” explains Scuglik. “All of that information flows into Concur and it remembers where you charged the last time. As you continue to work with the tool, there’s less and less work you have to do on a monthly basis. It’s seamless. It’s quick. It’s easy. It really saves associates a lot of time.”

Employees also love Concur’s mobile app because of what Scuglik calls “the receipt factor.” “As soon as they’ve received

the receipt, they can take a picture of it and it automatically uploads into the expense report, so the employee can throw away the receipt because they know it’s in there. They don’t have to worry about it a month later when they go to do their expense report,” says Scuglik.

Since implementing Concur in 2010, Scuglik says Rust-Oleum has realized several benefits including:

- Reduced time spent entering expense data by **12 hours per week**.
- Improved data that allows for negotiating **better vendor pricing**.
- Improved expense tracking to **monitor employee spend**.
- Transparency of data to quickly and easily **identify fraud**.

In addition to Concur’s expense and mobile solutions, Rust-Oleum is also using Service Administration, an extended service that provides Scuglik with a dedicated Concur advisor that helps her stay current on software updates, offers guidance about which new features to implement and serves as a single point of contact for technical support.

“I found myself not having the time to determine what changes would affect my company’s configuration of Concur. [Our advisor] knows what changes are being made and our company’s configuration and can tell me about new features in five or six bullet points. It’s very streamlined. I’ve only been using it one month, but I already love it.”

## 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.com](http://www.concur.com)**