Episcopal Diocese of Western North Carolina's New Expense Process is Quick and Guarantees Better Compliance

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"The employees were quite satisfied with the way they could track expense reports and view where exactly they are in the approval process."

Sue Schwein

Difficulties

DWNC operated an outdated process for managing expenses. The employees struggled a lot with manual number-crunching at the time of submitting and processing expense reports. Collecting all the travel receipts and categorizing them every month was a huge pain. The finance department and travelers became frustrated with the traditional process, and there was no way to flag duplicate expenses, track businesses spend, and enforce corporate policy. Moreover, there was a substantial risk of errors on both sides.

THE **EPISCOPAL DIOCESE** OF **WESTERN NORTH CAROLINA**

Headquarters
Asheville, North Carolina
Year Founded
1895
Size
1-10 employees

Company Overview
The Episcopal Diocese of Western North Carolina (DWNC) believes that education and Christian development is a comprehensive and long-lasting process. Educating people to understand and love Lord Jesus and live into Baptismal Covenant is an essential component of the Church. It is through prayers, worship, study, exploration, and service, that they gain the knowledge about Christ and the hopes of God for the world.

Why SutiExpense?

As the organization was growing, DWNC quickly realized that they needed to automate their expense management workflow to keep up with demand. So, they needed a solution that would make their life easier with in-built rules to enforce policy automatically, organize receipts, and submit expense reports seamlessly from any mobile device. Choosing SutiExpense was an easy decision for DWNC because the solution comes with an intuitive design, easy to use user-friendly interface, and great customer service. During the implementation process the employees did face some initial challenges due to their unique workflows, but those were quickly solved with the support and prompt response time of the SutiSoft support team.

Outcome

Previously, the finance team had to carve out several days per month to review the credit card receipts, categorize them to the appropriate GL codes, and reimburse the employees. With dozens of employees working, the organization had mounds of paper to sort through, file, and retain for audit. But now, their life became much easier after deploying SutiExpense. The solution provides complete visibility that the organization needs into employee spend, so they can focus on cost-saving opportunities. The finance department is now able to process the expense reports quickly, only requiring three minutes per report!

Features Liked by DWNC

- Customer Service
- Intuitive design
- Easy to use
- Cost-effective

Overall

The previous manual process that took more than two weeks from submitting expense reports to reimbursement now only takes three days. Now the paper is gone, filing cabinets remain empty, and there are no piles of expense reports scattered on the desk.

"The SutiSoft customer support was very attentive, patient, and resolved our problems within a few minutes, and we got everything up and running smoothly."

Sue Schwein