STREAMLINING EXPENSE MANAGEMENT WITH THE IVALUA SUITE

Bell, one of Canada's leading telecommunications companies, engaged the expertise of OJC Consulting to rethink its large-scale expense management system with the implementation of the Ivalua solution.

Locations: 250

Employees: 55,000

100% of expenses managed

130,000 attached receipts per year

10,000 expense reports per month

27,000 notifications per month

> " Our "Expense" project has been a revelation: Bell executives realized the potential of the Ivalua solution and leveraged OJC Consulting's expertise to fully rethink our Expense management processes. "

Jean Ratelle
Associate Director, e-Sourcing
BELL

? THE CHALLENGES

- ✓ Manage both **out-of-pocket** expenses and **Pcard** expenses from Visa and Mastercard.
- ✓ Need to support a significant number of concurrent users, and **numerous types of expenses.**
- ✓ Enable **instant user adoption,** with a simple and efficient user interface.
- ✓ Manage **large volumes of sensitive data** (Credit card numbers, bank accounts number, etc).
- ✓ Seamless **integration** with existing **ERPs.**
- ✓ Configurable **approval workflow** rules.

⊕ BACKGROUND

Founded in 1880 and headquartered in Montreal, Quebec, BELL has been a major telecommunications company in Canada for 140 years. As part of the Ivalua integration, OJC implemented a global overhaul of the expense management system, with theoretical and technical challenges (such as taking into account the widely common use of corporate credit cards in the company).

AS PART OF THEIR PROCUREMENT DIGITAL TRANSFORMATION, BELL DEPLOYED THE IVALUA EXPENSE MODULE FOR ALL OF ITS EMPLOYEES

Bell

> " The expense module improves operational efficiency and spend control but, to achieve that, requires integrations between multiple client systems and its financial partners. OJC has once again demonstrated mastery of the Ivalua platform and of its integration capabilities, in the context of managing complex requirements for a strategic client. "

Gabriel Giret
VP Global Alliance & Academy
IVALUA
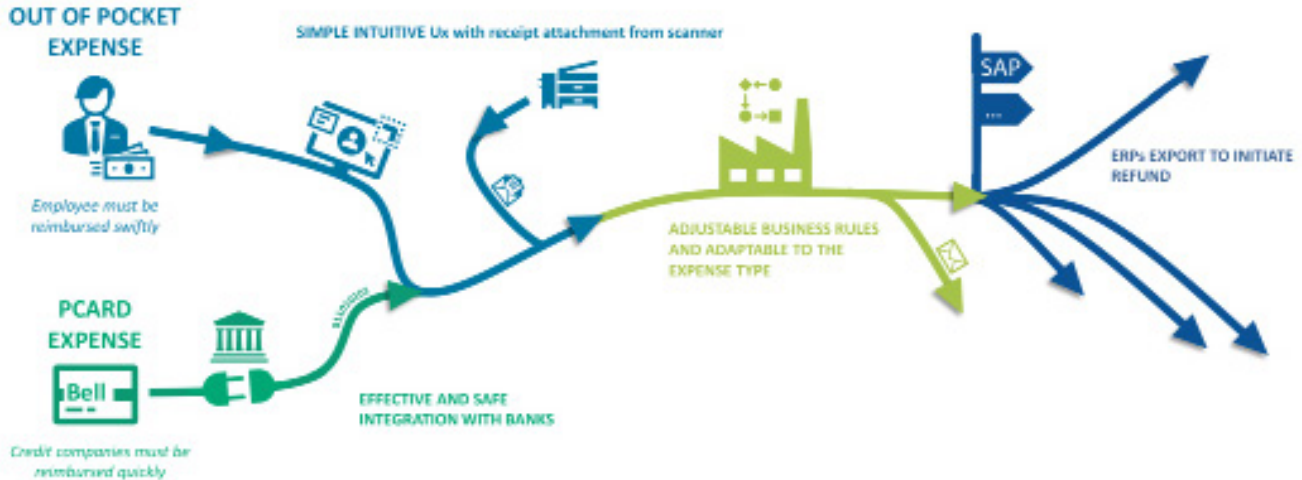
To allow a **fast and efficient validation and reimbursement of expenses,** sending the receipts to the system has been made very simple, thanks to an integration with the **1750 scanners placed in the 250 locations** of the company, which can be used at any time by any employee. Expenses are validated and allocated following complex and **configurable business rules,** and are reimbursed directly to the employees (for out-of-pocket expenses) or financial institutions (for Pcards). The entire process relies on **highly secured interfaces** with financial institutions, ERPs and accounting systems.

⊕ KEY SUCCESS FACTORS

- ✓ **Involvement with the customer** at all stages of the project, from design to testing and change management.

- ✓ **Strong methodology** based on an iterative cycle of need analysis, prototyping, and design.

- ✓ **High technical expertise** to fully leverage the flexibility and capabilities of the Ivalua platform.

↗ BENEFITS & RESULTS

- ✓ Straightforward go-live in 3 waves, zero critical issues, short normalization period, and **100% user satisfaction.**

- ✓ **100% of expenses** managed by the platform.

- ✓ **No maintenance administration** required (standalone system).

- ✓ Improved commodity sales tax, resulting in compliance and savings.

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