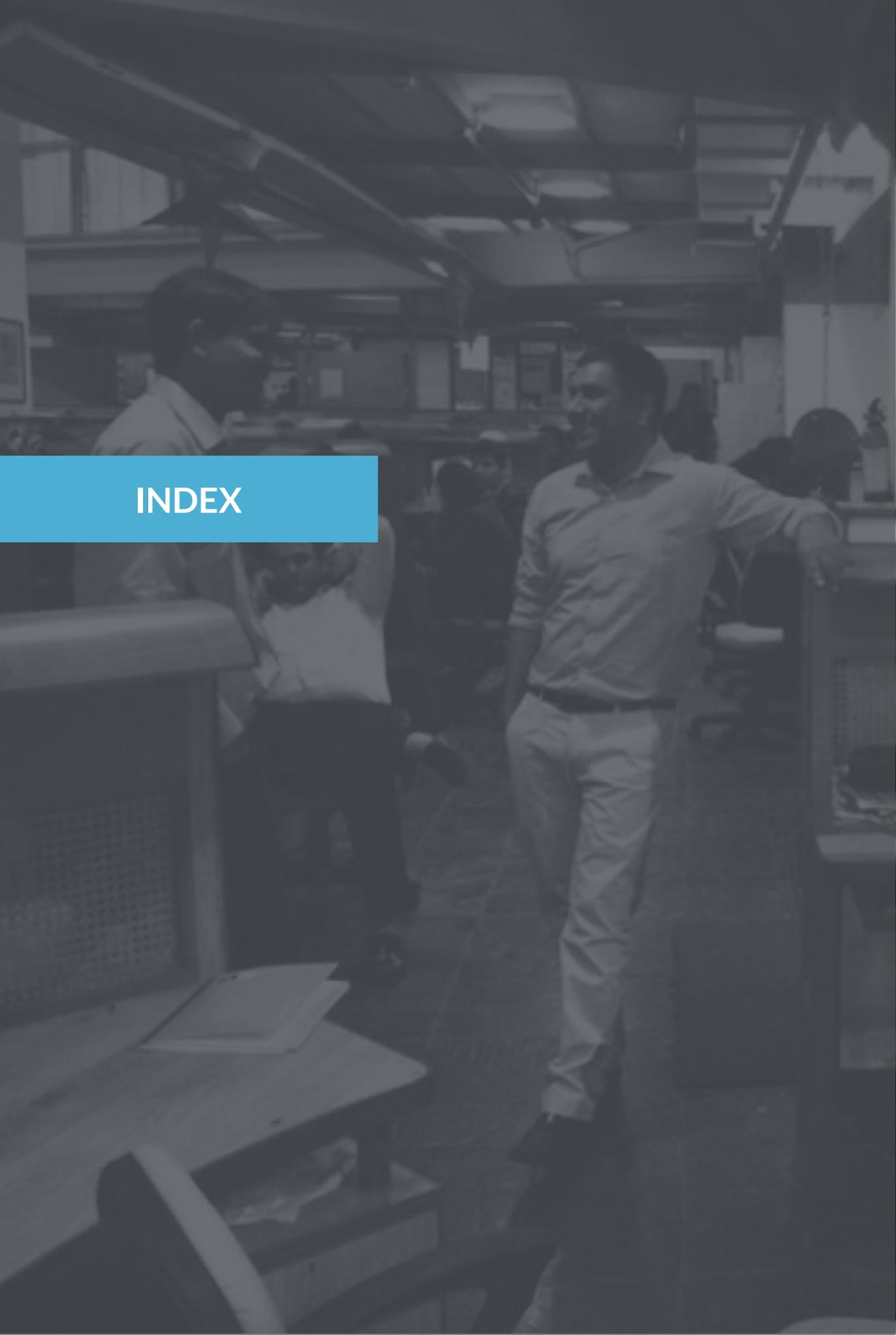


# Happy helps Knowlarity process expense claims faster.

*Reduces 'total time taken' from 15 days to 2 days*





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- Established 2009
- The pioneer of **cloud telephony** products for SMEs in emerging markets
- More than **7000 customers** as of 2014
- Processes **>1 Million** calls/hour

**AMBARISH GUPTA**

Founder &amp; CEO

Learn more at [www.knowlarity.com](http://www.knowlarity.com)

## THE GOAL

- Improve the speed and efficiency of expense claims
- Streamline travel and expense management

## THE CHALLENGE

- Expenses were being filed and verified manually
- Expense reimbursement would typically take 15-20 days

## THE RESULT

- Reduced reimbursement time from 15 days to 2 days
- Streamlined expense claims workflow

Knowlarity has a large number of employees who frequently travel on the company's behalf and file claims for the expenses they incur.



Funding and tracking travel expenses, filing expense claims and managing reimbursements was cumbersome and time consuming for management, employees and accounting teams alike.

The traditional expense claims and reimbursement process was long and tedious.



PAPER INTENSIVE MANUAL BROKEN

### **Employees had a tough time getting reimbursed.**

Firstly, they would often have to wait for approvals for their travel spends -this time gap often pushed up the price of flight tickets and accommodation. At the end of every business trip, they would waste valuable time organising receipts and filing expense reports.

### **Finance teams drowned in paperwork and follow ups.**

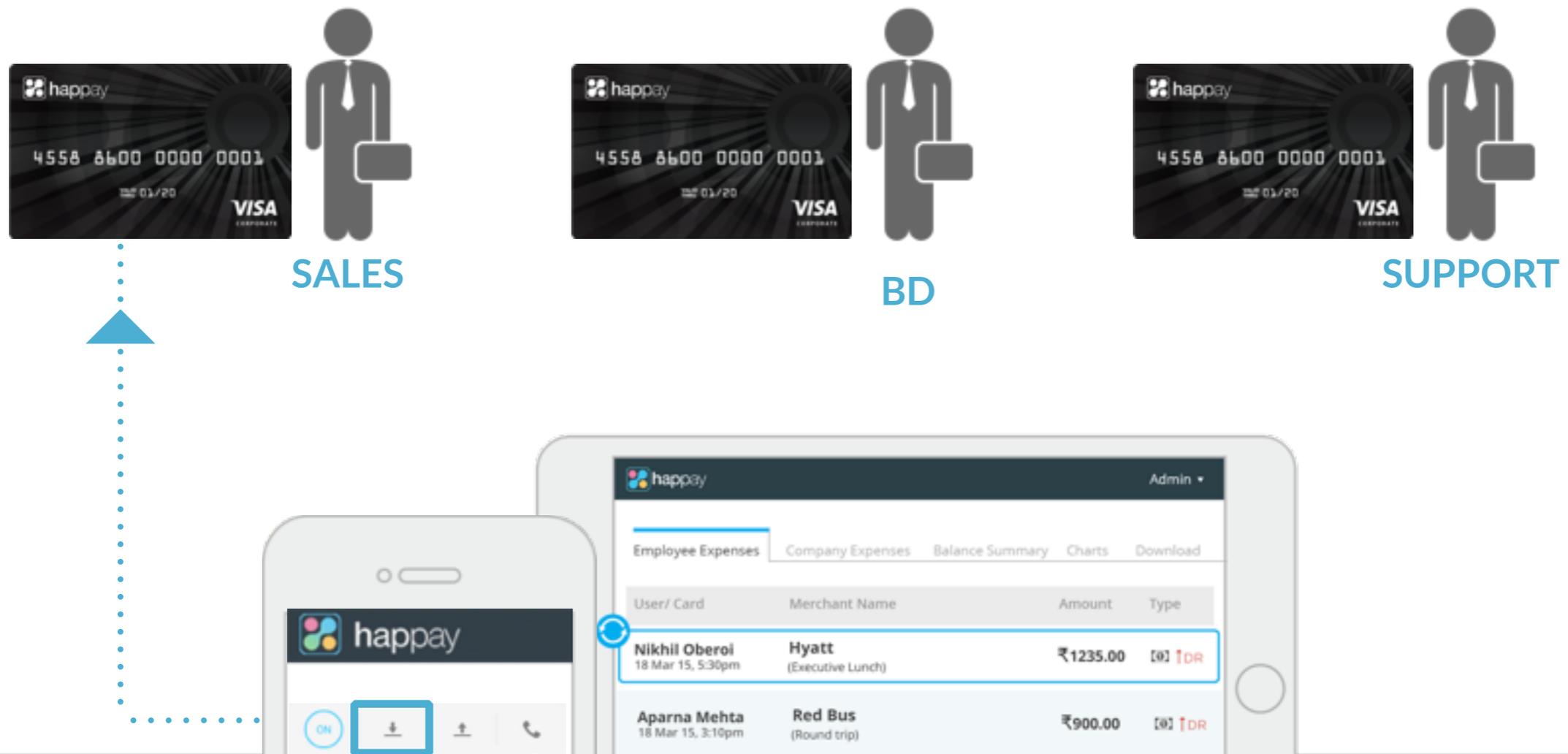
Finance and accounting teams would have to physically match reports with bills and enter data manually into accounting systems - this process was long and error-prone. If expenses were not in compliance, finance would have to repeatedly follow up with employees for clarifications.

### **Management had no control over spends.**

Management had no visibility into where and how their money was being spent until bills were submitted. Although different employees were eligible for different spending policies and limits, these could be administered only after expenses were submitted, not in real-time.

## Knowlarity switched to Happay

Knowlarity chose Happay's innovative Expense Management solution as a centralised platform for managing all business expenses. Happay is online and accessible from any mobile or desktop device.

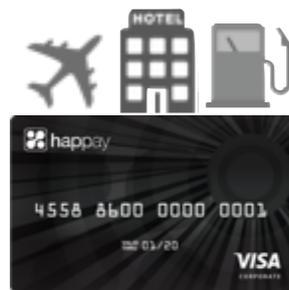


### How happay works

All field executives are given Happay Cards for travel expenses.

Knowlarity admins fund cards, track and approve expenses via web and mobile.

Happay automates and streamlines Knowlarity's expense claims workflow from point of purchase to accounting - making it simpler, faster and more efficient.

**SPEND**

Employees spend with Happay Card and record expenses on-the-go.

**SEND**

Take a photo of the receipt and submit expenses with a click

**APPROVE**

Managers view and approve reports instantly

**VERIFY**

Finance teams verify reports and export data to accounting

Hear what Bharti Mehta (Admin) from Knowlarity has to say about Happay

## End-to-end Process Integration

“Happay is a wonderful expense management solution. We have been using it for managing employee reimbursements – it is easy to use, simple and makes our processes more streamlined.



**“Earlier, we would take about 15-20 days for clearing reimbursements. With Happay, the whole process now takes 2-5 days.. “**



## Employees are empowered with Freedom and Mobility

“Going forward, we will use the Happay solution for travel management as well. I am sure it will be a great enabler for BYOT – Buy your own ticket. Employees can book the ticket, accommodation as and when they want. We will not have to reach out to a travel agent at all. It gives employees flexibility and brings in transparency.”

## Real-time Visibility and Control for Decision Makers

“Business spend is completely under our control now and we can load money to any employee’s card instantly. Employees use it for cash, online and PoS transactions and every transaction is captured real-time and authenticated. The reports that we generate through Happay are concise, clear and accurate.”

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