



expensemanager

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Sharon Nauh,
CEO and Founder,
expensemanager

expensemanager uses Xtracta to power their data management

expensemanager implemented Xtracta as the technology for the automated data capture of invoices and receipts for their global customer base. expensemanager found the white-label Xtracta software was easy to implement and cost effective and has proven to be reliable and robust.

expensemanager is a business process subscription software solution specialising in the automation of the expense and invoice payment process for customers. Based in Australia, they are constantly seeking new ways of introducing innovation and improvement. expensemanager were looking for a new provider for their invoice data capture process and also to automate the data capture process of their customers' receipts.

Xtracta stands out

When searching for a new provider for automated data capture, expensemanager considered several providers, including larger providers but chose Xtracta. Sharon Nauh, the CEO and Founder of expensemanager explains, “We chose Xtracta not only for its technology but also because of the cost effective pricing and the personal, local support they would provide from an IT development and customer support perspective.”

The Xtracta team – responsive, helpful and customer-focused

The Xtracta team worked closely with the expensemanager technology team to ensure a smooth and seamless transition to the new technology. This involved development workshops to determine expensemanager's requirements from both a technology and an end-customer user experience point of view. “The Xtracta team has been very responsive to our needs and they would always suggest



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different ways to solve a problem,” says Noh. “Each time they were really helpful. You can tell the Xtracta team genuinely want to make it work.” The Xtracta team also provided one-on-one training for the team after the cloud-based software was implemented.

Robust technology

Expensenanager was up and running with Xtracta in a few short weeks. “It was very easy to integrate into our software and the technology has proved to be really reliable - we are really happy,” says Noh.

Introducing innovation

By implementing Xtracta, expensenanager not only found a replacement provider for their automated invoice data capture service but were also able to automate their receipt data capture process. Previously, customers had to email their receipts to expensenanager to be processed but now the whole process is automated. Says Noh, “Xtracta has allowed us to make a significant process improvement for our customers in terms of capturing receipt data. The end result is a better experience and our customers saving valuable time.”

Delighted with the results

Noh comments that overall, the whole deployment went very smoothly and sums up the relationship between the two companies, “I can see Xtracta and expensenanager will grow well together as our business grows.”