Cloud B2B solutions

Expenses Online

Submit and process expense claims from any device…

Implementation Information

Introduction

Implementing an expense management system should be structured, predictable, and fully supported, not complex or disruptive.

Our **expense management system** implementation process is designed to provide a clear and low-risk route to deployment. There are no open-ended consultancy projects, no unnecessary technical burden, and no requirement to redesign how your organisation operates. Instead, we follow a phased implementation approach that configures the system around your expense categories, policy rules, approval workflows, mileage settings, receipt handling, reporting requirements, and reimbursement processes.

Every stage is planned, tested, and agreed in advance. Nothing goes live without validation and approval, and post implementation support continues beyond launch, giving your organisation clarity, control, and confidence throughout the entire process.

What Implementation Actually Involves vs What It Doesn't Involve

Before beginning any project, it is important to understand exactly what implementation means in practical terms. The process is structured, defined, and focused on configuring the expense management system around your expense policies, approval workflows, user permissions, claim structures, and reporting requirements. Just as importantly, it does not require operational disruption, internal restructuring, or complex infrastructure change.

The overview below sets out both aspects clearly, so you can move forward with confidence and clarity.

What Implementation Actually Involves:

- **Structured System Configuration**

  The system is configured to reflect your expense categories, policy rules, mileage rates, permissions, approval workflows, and financial controls.

- **Process Alignment**

  Your existing expense submission, review, approval, and reimbursement processes are reviewed and reflected within the system.

- **Secure Data & User Setup**

  Agreed users, departments, approvers, finance roles, expense categories, and policy structures are established and validated before use.

  Controlled Testing

  Claim submission, receipt capture, mileage calculations, permissions, workflows, and reporting outputs are tested in advance to confirm they operate as expected.

- **Planned Go-Live**

  Launch takes place against an agreed timeline with clear communication, training, and support in place.

What Implementation Does Not Involve:

- **A Major IT Project**

  There is no infrastructure rebuild, complex installation, or internal platform overhaul required.

- **Organisational Redesign**

  Your departments, approval responsibilities, and internal processes do not need to be restructured to use the system.

- **Operational Disruption**

  Day-to-day expense submission, approval, and finance processes can continue while implementation progresses in a controlled way.

- **Open Ended Consultancy**

  The process follows defined stages with agreed milestones, deliverables, and timelines.

- **Unverified Launch**

  Nothing goes live without prior testing, validation, and your formal approval.

In practical terms, implementation means configuring your expense categories, policy controls, user access, approval workflows, mileage settings, and reporting outputs, validating any required data migration, completing user acceptance testing, and training your team before launching in a controlled and supported way.

Who This Playbook Is For

This implementation playbook is designed for organisations that want a clear, low-risk route to deploying a cloud expense management system without unnecessary complexity.

- **Finance and accounts teams:** looking for stronger control over expense claims, approval processes, policy enforcement, and audit visibility.
- **Multi-site organisations:** needing consistent expense policies, approval workflows, and financial controls across branches or departments.
- **Businesses replacing manual processes:** including spreadsheets, paper-based claims, email approvals, or disconnected receipt handling.
- **Growing organisations:** requiring a system that can scale while maintaining structure, compliance, visibility, and accountability.
- **Lean internal IT teams:** wanting implementation with minimal technical overhead and a structured go-live plan.

Pre-Implementation Preparation

A successful implementation begins with clear preparation. This stage ensures your expense management system is configured accurately, efficiently, and without unnecessary delay.

Preparation does not require major internal change. It involves gathering and confirming the key information needed to reflect your existing expense processes, approval structures, user access model, and policy requirements within the system.

Implementation is managed through a defined governance framework that protects timelines, maintains accountability, and ensures decisions are made efficiently.

This structure prevents ambiguity, avoids scope drift, and ensures the project progresses with clarity at every stage.

Stakeholders, Structure & Roles

We begin by identifying the appropriate internal contacts, typically a project lead, finance or accounts owner, operational stakeholder, and IT contact where required for SSO, security, or integration. Having clear ownership ensures decisions are made quickly and implementation remains on schedule.

Before configuration begins, we confirm your departments, user access model, administrator roles, approvers, exporting, or auditing expense claims. This ensures access is controlled appropriately while maintaining operational flexibility.

Expense Types, Policies & Controls

Before setup begins, we review the expense types your business needs to manage and the rules required to control them effectively. This may include expense categories, mandatory fields, receipt requirements, mileage rates, spending limits, approval rules, and department or role-based access controls.

This stage establishes the foundation for consistent data capture, accurate approvals, and controlled expense processing. It also ensures that policy rules are clearly defined before any migration or user testing begins.

Ownership, Objectives & Milestones

From the outset, a clear project structure is agreed. This typically includes a nominated client project sponsor, a day-to-day client lead, a designated implementation consultant, and IT representation where required. Each role has defined responsibility, ensuring no overlap or uncertainty around decisions.

Before work begins, we confirm what successful implementation looks like, what financial controls must be in place, which expense processes are in scope, and any compliance or audit considerations. Key checkpoints are then built into the timeline to review progress, validate readiness, and prevent premature advancement.

Scope, Risk & Communication

Any requested changes during implementation are assessed against original objectives, timeline impact, and resource implications. Adjustments are agreed before being introduced, ensuring expectations remain aligned on both sides.

Potential risks such as delays in data preparation, dependency on policy definition, internal approvals, integration requirements, or stakeholder availability are identified early and reviewed throughout the project. Key decisions, approvals, and configurations are documented to maintain a clear audit trail, while regular progress updates provide visibility of current status, next actions, completed milestones, and any blockers.

Configuration & Setup

Configuration ensures the system accurately reflects your expense processes, policy controls, approval workflows, and reporting requirements. Each element is set up in a structured and documented manner before testing begins.

Core Configuration

Expense categories are configured to reflect the way your organisation manages spend, including category structures, mandatory fields, receipt requirements, mileage settings, and department or role-based access controls. User roles and permissions are assigned according to responsibility, from employees submitting claims through to approvers, finance users, and administrators, ensuring control without restricting day-to-day usability.

Approval workflows are configured to match your internal expense processes, including submission rules, approval stages, notifications, escalation paths, and task ownership. Where required, policy controls such as spending limits, category restrictions, and validation rules can be applied automatically to ensure consistent compliance across all claims.

Dashboards, Security & Review

Dashboards, system alerts, and workflow visibility are configured to provide users with clear access to the information and actions relevant to their role. This supports day-to-day efficiency while maintaining visibility over outstanding claims, pending approvals, and overall expense activity.

All configuration settings are reviewed with you before moving into testing. This provides an opportunity to confirm accuracy, make any agreed adjustments, and ensure the system reflects your internal expense management requirements in a structured environment ready for validation and user acceptance.

Data Migration & Integrity

Accurate migration is critical to a successful implementation. Our migration process is structured to protect integrity, ensure accuracy, and provide full validation before the system goes live.

Agreed datasets such as users, departments, expense categories, policy structures, and approval hierarchies are prepared in advance and loaded in a controlled format. Where historical expense data or existing records are in scope, these can be imported and validated before use.

Nothing is migrated without agreement. Only approved datasets and expense records are transferred, ensuring you retain full control over what enters the system. Data accuracy is then formally confirmed as part of final sign-off, and the system does not go live until validation is complete and agreed.

Testing & User Acceptance

Before launch, the expense management system enters a structured validation phase to ensure everything operates exactly as agreed. This stage is designed to confirm that expense categories, policy rules, approval workflows, dashboards, reporting, and user acceptance testing all function correctly in practice.

- Real-world expense claim scenarios are processed to confirm categories, fields, and policy rules behave correctly.
- User roles, department access, and permissions are verified in practice.
- Claim submission and receipt capture processes are tested to ensure accuracy and completeness.
- Approval workflows, notifications, and escalation rules are validated against agreed business processes.
- Mileage calculations and reimbursement rules are tested to ensure accuracy and consistency.
- Dashboards and reporting outputs are reviewed to ensure visibility and accuracy of expense data.
- Migrated data and historical expense records are validated where migration is in scope.
- Designated users review the system to confirm it reflects agreed processes and expectations.
- Formal sign-off is obtained before proceeding to launch.

Go-Live Plan

Go-live is a planned and structured transition within the overall expense management system implementation, not a sudden or unmanaged changeover. By the time launch day arrives, expense categories, policy rules, user permissions, approval workflows, and reporting outputs have been fully configured, migration has been completed and validated where agreed, and user acceptance testing has been formally signed off. This ensures that the system is operating in line with your agreed processes before it becomes part of day-to-day operations.

The timing of go-live is agreed in advance and aligned with your organisation's operational requirements to minimise risk and disruption. Clear communication is provided to all relevant users, ensuring they understand the transition, their responsibilities, and how to access support if required. During this stage, dedicated assistance remains available to address queries, provide guidance, and ensure a stable transition into the live environment.

Where additional assurance is preferred, the go-live plan can incorporate a phased rollout by department, user group, or expense category. This approach allows expense submission, approval workflows, policy compliance, and user adoption to be monitored in a live setting before full deployment, providing further confidence that the system is performing as expected.

The objective is simple: to deliver a smooth, controlled move into live operation where expense processes continue without interruption, financial controls remain intact, and users can adopt the system with confidence from day one.

Go-Live Readiness Checklist

- Expense categories and policy configuration reviewed and signed off.
- User roles, approvers, and permissions confirmed.
- Dashboards, reporting outputs, and financial visibility validated.
- Approval workflows, alerts, and notifications reviewed.
- Policy rules, spending limits, and validation controls confirmed.
- Migrated data and historical expense records verified where applicable.
- Internal communication issued to all relevant users.
- Support contact details shared and accessible.
- Post-launch review scheduled.

Post Implementation Support

Ongoing Support & Enhancements

Going live marks the start of your live operating environment, not the conclusion of support. Dedicated support channels remain available to assist with queries, configuration adjustments, and user guidance. Whether refining expense categories, updating user permissions, adjusting approval workflows, or clarifying reporting outputs, support remains structured and accessible when required.

As your organisation evolves, the system can adapt with it. Expense categories, policy rules, approval structures, mileage settings, and user roles can be refined to reflect organisational change, growth, or new financial or compliance requirements. System updates and improvements are delivered without disruption, ensuring continued performance, accuracy, and security.

Ongoing support is designed to be practical and responsive, ensuring that your expense management system continues to operate efficiently in day-to-day use. This includes assistance with resolving issues, advising on best practice, and helping users maintain confidence in how the system is applied across expense submission, approval, and reporting processes. Support activity is structured, trackable, and aligned with your operational priorities.

Long Term Partnership

We maintain ongoing engagement beyond implementation, providing periodic reviews where required and supporting future development. As your expense volumes, policy requirements, or financial processes become more complex, the system and support structure remain aligned with your objectives.

You are not left to manage the system alone. Continued oversight and support help ensure long-term stability, confidence, and operational continuity.

As part of this long-term partnership, we also provide ongoing guidance to help you optimise your expense management system as your organisation evolves. This may include refining expense categories, adjusting approval workflows, updating permissions, supporting new reporting requirements, or advising on further enhancements to improve control, compliance, and financial visibility. The focus is not only on maintaining the system, but on ensuring it continues to deliver measurable value over time.

Typical Implementation Deliverables

Each implementation follows a clearly defined framework, with agreed outputs delivered at each stage as the system progresses towards launch. These deliverables ensure transparency, accountability, and consistent standard of quality throughout the project.

Typical implementation deliverables include:

- A fully documented system specification outlining agreed requirements and configuration.
- Configured expense categories, policy controls, approval workflows, and reporting structures aligned to your business processes.
- Established user accounts, departmental structures, approver hierarchies, and financial governance controls.
- Verified dashboards, reporting outputs, and system behaviour to ensure accuracy and visibility of expense data.
- Completion of structured testing, including user acceptance, with formal approval prior to launch.
- A defined go-live plan, including communication, support arrangements, and post-launch assistance.

Implementation Timeline

Implementation is delivered through a structured and time-bound sequence of stages. While exact timelines may vary depending on organisational size, data migration requirements, and any integrations, most expense management system projects follow a clearly defined phased approach similar to the outline below.

Weeks 1 – Discovery & Planning

Requirements are gathered and confirmed, including expense categories, policy rules, approval structures, and reporting needs. Project roles and responsibilities are agreed, and a detailed system specification is produced for review and sign-off.

Weeks 2 – Configuration & Data Preparation

The system is configured to reflect your expense processes, including categories, policies, workflows, user roles, and permissions. Agreed data sets such as users and organisational structures are prepared, and implementation setup progresses into build and configuration.

Week 3 – Internal Testing

Structured internal validation is carried out to ensure claim submission, approvals, mileage calculations, dashboards, and reporting operate correctly and consistently.

Weeks 4 – User Acceptance Testing

Access is provided by your team to test the system in a controlled environment, confirming it meets the agreed requirements. Feedback is reviewed, and once approved, formal sign-off is completed.

Week 5 – Go Live

The system is deployed in line with agreed readiness criteria, with support available to guide users and ensure a smooth transition into live operation.

Timelines may be adjusted depending on complexity, data protection, integration requirements, or internal availability, however each stage follows the same structured governance framework to maintain control, visibility, and consistency throughout the implementation.

Common Implementation Questions

What if timelines change during the project?

Implementation is delivered through clearly defined stages, with agreed milestones and ownership established from the outset. If internal availability, data preparation, or requirements evolve, timelines are reviewed openly and adjusted in a controlled and transparent way.

Progress remains visible throughout, helping to reduce the risk of unexpected delays and ensuring there are no last-minute surprises.

What if users are slow to adopt the system?

The system is configured around your existing expense processes, approval structures, and user responsibilities, which helps minimise disruption and makes the transition more intuitive for users.

Role-based training and clear communication support adoption, and many organisations choose a phased rollout to introduce the system gradually and build confidence.

What if data preparation or migration takes longer than expected?

Data requirements are identified early in the project and reviewed as part of the preparation and testing stages. Where dependencies exist, they are highlighted in advance so they can be managed proactively.

If required, the system can be introduced in a controlled way before all historical data is fully prepared, allowing progress without delaying the overall implementation.

What if we need to make changes after go-live?

Clear documentation and defined project ownership ensure that progress does not depend on a single individual.

If responsibilities change during the project, implementation can continue without losing direction, continuity, or control.

What if key stakeholders are unavailable during the project?

Clear documentation and defined project ownership ensure that progress does not depend on a single individual.

If responsibilities change during the project, implementation can continue without losing direction, continuity, or control.

How long does an expense management system implementation typically take?

Most expense management system implementations follow a structured timeline of approximately five weeks, depending on complexity, data preparation, and any integration requirements.

More complex environments may require additional time, but the same phased and controlled approach is maintained throughout.

<u>What information do we need to prepare before implementation begins?</u>

Typical preparation includes users, departments, expense categories, policy rules, approval structures, and any agreed data sets required for configuration or migration.

Having this information ready in advance helps streamline setup, improve accuracy, and reduce delays during testing and validation.

<u>Do we need IT involvement to implement the system?</u>

In most cases, only limited IT involvement is required. The implementation primarily focuses on configuring expense processes, policies, users, and workflows rather than technical infrastructure.

IT support is typically only needed where integrations, SSO, or specific security requirements are involved.

<u>Can the system go live before all data is fully migrated?</u>

Yes. If preferred, the system can be configured, tested, and introduced before all historical expense data is fully migrated.

This allows your organisation to begin benefiting from improved expense control and automation without delaying the wider rollout.

<u>What training is provided before go-live?</u>

Training is included as part of the implementation process to ensure users understand how to submit claims, manage approvals, upload receipts, and use reporting tools effectively.

This helps build confidence, supports adoption, and ensures users are prepared for live operation.

<u>Can expense categories and workflows be updated after launch?</u>

Yes. Expense categories, approval workflows, and policy rules can all be adjusted as your organisation changes or grows.

Updates are managed in a controlled and structured way, ensuring the system continues to reflect your operational and financial requirements accurately.

Next Steps

Ready to discuss your implementation?

A structured implementation begins with a clear conversation.

If you would like to review your approval structure timelines or integration requirements in more detail, our team can outline a practical approach tailored to your organisation.

There is no obligation and no commitment required, simply a discussion to clarify what implementation would look like in your environment.

Speak to our team to discuss your implementation timeline.

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