

**USFBL**

Case Study | June 2025

Overview

Utkarsh Small Finance Bank Limited (USFBL) approached us to help address bottomline issues during a pan-India expansion with an expected growth of 2x more branches in 5 years. However, the Bank's operational expenses grew 35% YoY and with an upcoming IPO launch, the client had additional Infosec compliance and auditability requirements with end-to-end Spend Management.

Key Challenges

AP team processing delays and bandwidth strained due to higher transaction volumes and manual Invoice processing workflows.



Delayed Rent & Utility payments across branches during rapid growth of the Bank's operations.



Delayed MSME Vendor payments resulted in penalties accumulating due to everchanging MSME Regulations.



CSuite level expense visibility and controls were missing with no end-to-end visibility or discipline framework.



With more and more regional branches and remote locations, employees' travel and other spends were also increasing.



Due to an imminent IPO, the Bank had stringent Infosec requirements where Vendors could access the portal without exposing internal servers on the web.

Current State

ERP, HRMS and All Approvals were done via Mails

The Expensing Products that Solved the Challenges

Procurement

Accounts Payable Automation

Travel Expense Management

Budgeting Control

Employee Expense Management

Vendor Onboarding

Rent Management

Vendor Portal

Recurring Expense Management

Fixed Asset Management

The Expensing Products' Scope of Implementation

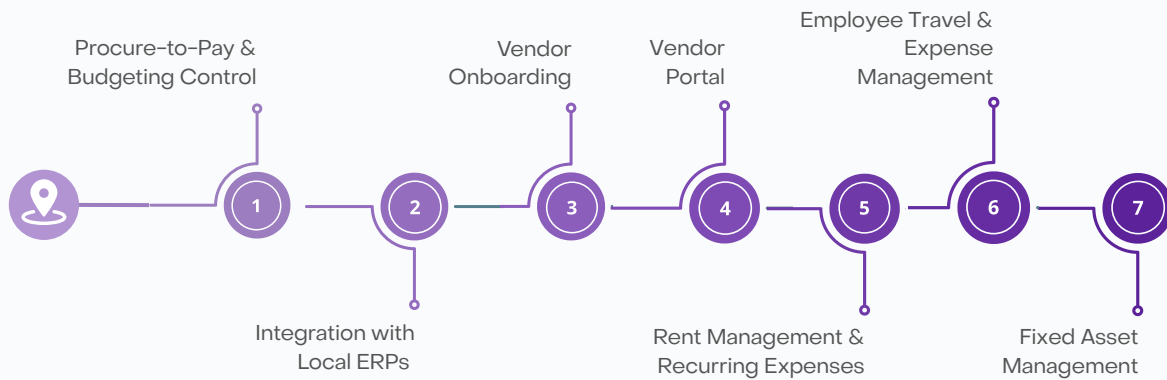
1200+ offices

7000+ transactions monthly

21000+ active users; 250% ↑ over last 4 years

Long engagement more than 4 years

Expensing Implementation Timeline



Expensing Solution for Banks

Business Process	Improvements
Procurement	<ul style="list-style-type: none"> Internal Purchase Order Volumes matched with Order Velocities with PR/PO Consolidation and Bulk Approvals enabling streamlined processing of regional Vendor spends across expanding branches The bank can now avoid Late Payment penalties/loss of Vendors i.e. sunk cost with initial Purchase Cycle Times slashed to less than 50% Procurement Team at Head Office can ensure that regional branches filter out Unauthorized spends at branch level itself
Accounts Payable Automation	<ul style="list-style-type: none"> Approval cycles can be accelerated by automating invoice fraud controls and vendor compliance scrutiny via Invoice Scrutinizer Duplicate Invoices detected at Approval stage itself preventing spends to the tune of Lakhs of rupees Single click Email Approvals ensure Payments and Reimbursements completion rates per month are optimal for streamlined operations PR-to-Pay, MIS & Analytics: End-to-End Vendor Spend Visibility and Analytics for faster Issue Resolution, Scrutiny, Approval and Payment Audit Trails and Reports: Detailed logs, field value changes marked with timestamps and Users, along with dedicated Audit Reports Security standards maintained with SOC1 and SOC2 Type 2's regular security control evaluation over 3-6 months
Budgeting	<ul style="list-style-type: none"> The bank can prevent budget overruns, allow overconsumption and monitor budget consumption through MIS and Analytics Dashboards
Vendor Onboarding	<ul style="list-style-type: none"> Vendors can open a Link online and enter their details. Checklists can be used to ensure that vendor compliance objectives are met. Approval process ensures that the right vendors are onboarded and business risk is mitigated.
Vendor Portal	<ul style="list-style-type: none"> Vendors can now transact seamlessly for submitting their invoices and knowing the statuses Remote vendors appreciate the transparency and efficiency of the Portal
Rent Management & Recurring Expense Management	<ul style="list-style-type: none"> Autogenerated Rent and Utility Vouchers to ensure smooth functioning of branch operations and eliminate late charges with timely Utility Payments viz. Electricity, Water and Wi-fi, and so on Contract expiry alerts: Amid pan India growth, contract expiry alerts ensured no more renewals were missed by tracking expiry dates GST in Rent: Empowered Client struggling with GST regulations for holding GST during Rent Payments and paying GST later

Business Process	Improvements
Travel Expense Management	<ul style="list-style-type: none"> Streamlined Trip Request-to-Settlement process with easy-to-use Mobile app, powerful Turbo TR features and Total cost of trip auto-computation AP Team can handle Advance Settlement Approval, Payment and Accounting On-the-go Approvals by Approvers to approve / reject travel expense claims via Mobile App / Web App Travel Admin can now reconcile any Travel Bill discrepancies with dedicated Travel Bill Reconciliation feature for PNR, amount or line item wise differences AP Team can leverage Analytics and MIS Dashboards for centralized travel expense visibility, monitoring and insightful optimization across branches AP Team can easily access autogenerated Standard Accounting file
Employee Expense Management	<ul style="list-style-type: none"> Simplified employee expense claims settlement for 21000+ Users pan India Single Unified View via Web App and Mobile App for Disciplined spend monitoring, analysis and higher executive control tackled maverick spends On-the-go Mobile App Approvals and Querying reduced Approval TAT The bank can now ensure entitlement enforcement with early detection of grade level policy violations for Bank's employee expense claims For certain employee expenses auto-computation of GST % on claims can be done for GST Capture for Offset and faster and accurate claim processing Standard MIS & Analytics Dashboards and Accounting file autogenerated
Fixed Asset Management	<ul style="list-style-type: none"> Asset codes were assigned late thus causing Missing assets requiring end-to-end Asset Lifecycle Management Physical Verification of Assets with Barcode Tagging also helped further track assets and eliminate Missing assets Asset transfer and deallocation for branches or parties needed better Asset Allocation, Reallocation and Deallocation Management Mismatch between Procurement and Asset Register needed Procurement to Assetization Synchronization Asset Depreciation Projection and Accounting for efficient Fixed Asset Register Management

Business Outcomes & Financial Metrics

Faster Invoice Processing

↑ **1.5x**

Audit TAT Reduction

↓ **40%**

On-time Rent & Utility payments

↑ **100%**

Employee spend reduction

↓ **45%**

MSME Late Payment penalties curbed

↑ **35%**

Vendors auto-flagged for bad GSTIN / PAN / CIN

↑ **20%**

↑ Faster Vendor-setup cycle time

↑ Increased PR-to-Pay Visibility

↓ Scrutiny TAT Reduction for Vendor Spends

Conclusion

Effective spend management has been crucial to Utkarsh Bank's growth, facilitating efficient expansion, maintaining auditability and compliance standards, and the measurable gains in efficiency and risk control offer a replicable blueprint for operational excellence across the industry.