Expenzing

Employee Spend Reduction in Housing Finance
Case Study | June 2025

Overview

A leading Indian housing finance company approached us to help manage growing employee claim processing delays and payment risks. These issues arose from a strategic shift to affordable home loans, increased remote employees, internal pressures like NIM compression due to high NPAs, and external drivers such as post–Covid property rate recovery and government schemes like PMAY, SWAMIH, and tax incentives.

Key Challenges

Claims Processing Delays
Delays in expense claim processing due to increasing expenses across branches caused dissatisfaction among partners

Remote Employee Maverick Spends
With more and more regional branches, an increase in unauthorized remote employees' spends was seen

Higher AP Workload
The current AP team's bandwidth was strained and there was a shortage of skilled resources to aid the team

Higher Auditor Demands
The company's IPO invited higher auditor demands for centralized audit trails, organization wide due diligence and thorough documentation

Bulk Travel Expenses via Mails
Monthly volumes of travel expenses managed via acknowledgment mails causing human errors

TMC Travel Bill discrepancies
Mismatch in line items of Travel Bills sent from TMCs were going unverified and resulting in leakages

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Current State
ERP, HRMS and All Approvals were done via Mails

The Expenzing Product that Solved the Challenges

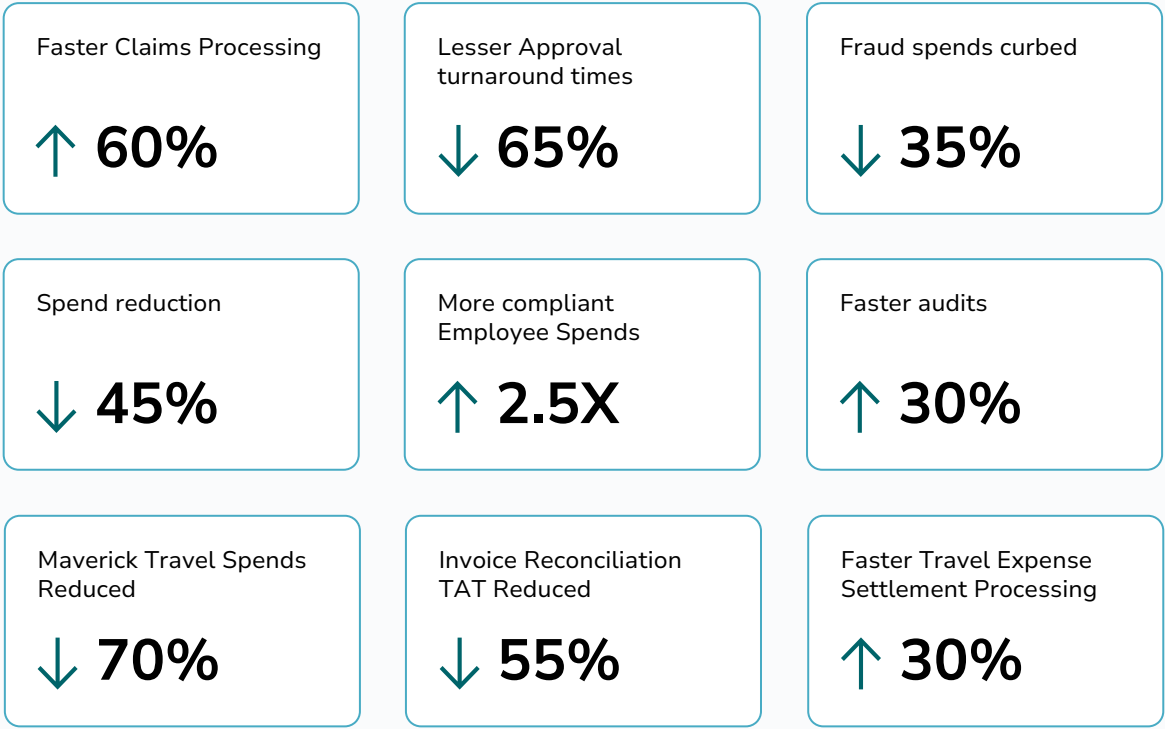| Travel Expense Management	Employee Expense Management

The Expenzing Products' Scope of Implementation

300+ branches	5000+ transactions monthly	600+ active Users

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Expenzing Solution for Manufacturing Companies

Business Process	Improvements
Employee Expense Management	- Early detection of duplicate claims for the same date to reduce potential fraud spend leakages - Authorization framework for In-policy and Out-policy claim processing with provisions to get it approved via a deviation matrix or with a hard-stop - Approvers can view, approve/reject and Query via the Web, Mobile App or even via Email without logging into the system - Comprehensive Policy Engine enforcement for grade wise, region wise policy management and policy breach highlights and alerts - For certain employee expenses auto-computation of GST % on claims can be done for GST Capture for Offset and faster and accurate claim processing - Centralized Visibility into historical expense trends and advanced tracking and analytics for employee expense optimization by executive analysis - User-friendly UI with seamless Web and Mobile App navigation: Employees can easily raise and view claims, reply to queries and attach claim receipts - AP Team can easily access Standard Accounting File Autogenerated by the system using the claims data processed
Travel Expense Management	- Streamlined Trip Request-to-Settlement process with easy-to-use Mobile app, powerful Turbo TR features and Total cost of trip auto-computation - For certain travel expenses auto-computation of GST % is done for GST Capture for Offset for more accurate expense processing and accounting - Cost Centre allocation of travel expenses for business driver wise allocation - AP Team can manage Advance Settlement Approval, Payment and Accounting - AP Team can ensure faster single-click payments, Payment status update and autogenerated Payment Reverse File with Payment Desk - Travel Desk Team can now manage all bookings by selecting completely approved Trip Requests and adding expenses for Trip Settlement - Travel Desk can manage Travel Management Companies' bookings efficiently with TMC Booking integration and pulling Trip Requests raised on TMC portal - AP Team 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

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Business Outcomes & Metrics

Faster Claims Processing ↑ **60%**	**Lesser Approval turnaround times** ↓ **65%**	**Fraud spends curbed** ↓ **35%**
Spend reduction ↓ **45%**	**More compliant Employee Spends** ↑ **2.5X**	**Faster audits** ↑ **30%**
Maverick Travel Spends Reduced ↓ **70%**	**Invoice Reconciliation TAT Reduced** ↓ **55%**	**Faster Travel Expense Settlement Processing** ↑ **30%**

Conclusion

Effective spend management has been crucial to the Housing Finance company's growth, facilitating efficient expansion, maintaining employee travel and expense oversight, and the measurable gains in efficiency and risk control offering a replicable blueprint for operational excellence across the industry.

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