



Case Study | June 2025

Overview

Danaher is a Fortune 100 Company specializing in medical manufacturing. Its Indian & ASEAN Subsidiaries were facing higher employee expenses due to an expansion of local teams into high-growth markets, Post-Covid easing of restrictions and a global Work-from-Office push. Organization wide operational initiatives were introduced and the company was actively scouting spend management solutions.

Key Challenges



Post-Covid Expense Surge

Post-Covid ease of restrictions resulted in higher volume and velocity of employee food / stay / local travel expenses



New employee expense tracking

Expense claim issues for new employees onboarded during office working code changes amid WFO push



Local expense policy management

Different local employee expense reimbursement policies made policy violations tagging difficult



Diverse Indirect expenses

Diverse Indian and ASEAN jurisdiction healthcare employee expenses viz. R&D, QC, equipment, transport, distribution, delivery, and support staff expenses



Maverick employee spends

Employee expenses tracked offline or via mails made it difficult to keep record in Post-Covid working environment



Authorization Framework Execution

Approvals from only one executive SPOC or with no supporting expense receipt/s caused more unauthorized spends

Current State

ERP, HRMS and All Approvals were done via Mails

The Expensing Product that Solved the Challenges

Employee Expense Management

The Expensing Products' Scope of Implementation

20+ offices

500+ transactions monthly

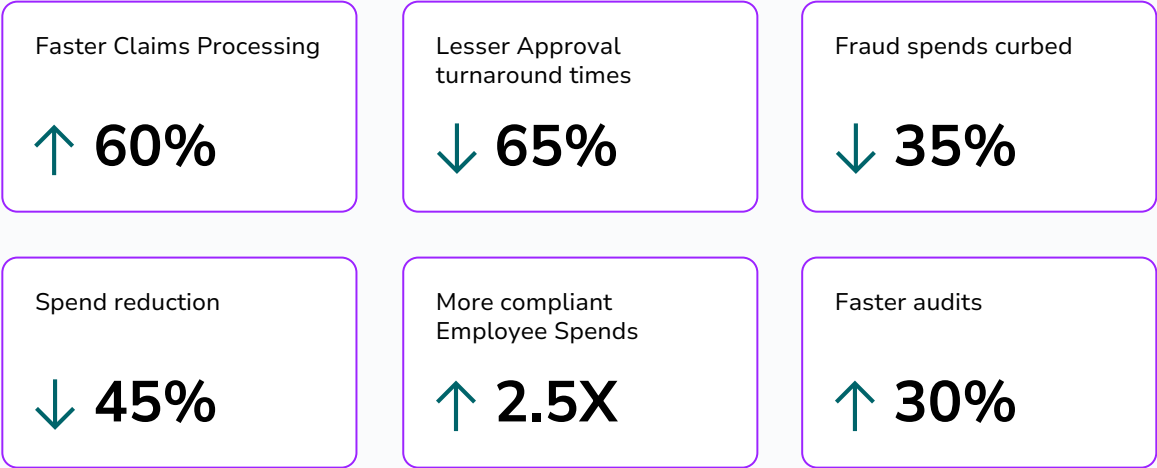
300+ active users

Long engagement of 3+ years

Expensing Solution for Manufacturing Companies

Business Process	Improvements
Employee Expense Management	<ul style="list-style-type: none">Early detection of duplicate claims for the same date to reduce potential fraud spend leakagesAuthorization framework for In-policy and Out-policy claim processing with provisions to get it approved via a deviation matrix or with a hard-stopComprehensive Policy Engine enforcement for grade wise, region wise policy management and policy breach highlights and alertsCentralized Visibility into historical expense trends and advanced tracking and analytics for employee expense optimization by executive analysisUser-friendly UI with seamless Web and Mobile App navigation: Employees can easily raise and view claims, reply to queries and attach claim receiptsAP Team can easily access Standard Accounting File Autogenerated by the system using the claims data processedApprovers can view, approve/reject and Query via the Web, Mobile App or even via Email without logging into the systemFor certain employee expenses auto-computation of GST % on claims can be done for GST Capture for Offset and faster and accurate claim processing

Business Outcomes & Metrics



Conclusion

Effective spend management has been crucial to Danaher’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.