



# IFFCO's expense claim time **reduced from days to minutes** with Zoho Expense



Industry

**FMCG**



Location

**UAE**



Employees

**12000+**



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## About IFFCO

Established in 1975, IFFCO is an international group based in the United Arab Emirates. They manufacture and market a well-integrated range of mass-market food products, related derivatives, intermediates, and services.

IFFCO runs 80 operations in 35 countries, employs 12,000+ people, and has products reaching five continents. With a portfolio of 80+ brands, it has firmly established itself as one of the main and most diversified groups in the Middle East.

A close-up photograph of a white chess king piece and a black chess king piece on a blue background. The white piece is positioned above the black piece, and they are slightly out of focus, creating a sense of depth.

# The Challenge

With IFFCO's business and employees spread across the globe, communicating with the travel desk for travel bookings was an uphill task. Employees needed to get their trips approved by managers who were often in different locations or time zones leading to inadvertent delays. Due to this latency, the costs for travel booking shot up, and the travel team handled a huge volume of emails just for one travel booking.

A red hand-drawn arrow pointing from the left towards the section header.

## A complex approval process

The expense approval process was not easy either, as it involved approvers from multiple locations, and a **complicated, criteria-based approval workflow**. For example, certain expense types needed approval from the line manager, while the rest required approval from HR. Routing these reports to the right managers, and then to the finance teams to process and reconcile every expense in their ERPs was a nightmare.

# The Challenge



To top it off, they did not have real time analytic reports on employee spend and travel booking details, which could have otherwise provided key insights to their management and helped with crucial decision-making and helped them save money.

## Key Challenges



Employees & approvers spread across multiple countries



Lack of data insights



Delay in approval & reimbursement



Complicated approval workflows

# Discovering Zoho Expense

IFFCO was on the search for a streamlined travel and expense management solution which would seamlessly integrate with multiple ERPs and could be implemented quickly. The evaluation for the right software was spread across different dimensions including leading T&E software on the market and in-house custom-made applications.

However, most of the software and custom solutions could not cater to the level of customization that IFFCO needed, and the few solutions that fit the bill needed at least a year to complete the implementation process. **This is where Zoho Expense stood out.** Not only could it integrate with their ERPs but it could also automate the T&E process end to end and provide compliance across the different countries where IFFCO is located.

## Favourite features



Autoscan



Travel Requests



ERP Integrations



Approval workflow



Spend Insights

# Zoho Expense fit like a glove, solving the challenges

Given the need for swift implementation, and the amount of configurations needed, Zoho Expense struck all the right chords and provided IFFCO with a one-stop solution for travel and expense management. A user could easily submit a travel request with a fully detailed travel itinerary, and managers in any location could easily review and approve them using their mobile apps. The approved travel requests were then forwarded to the travel desk who could add flight and hotel options for the user to select—**all within Zoho Expense itself**. This not only ensured a cost-effective process, but also provided the end user with an effortless experience for travel bookings.

For reporting expenses, users only needed to take a picture of the receipt and **Zoho Expense would automatically scan them and create expenses through Autoscan**. The application would then submit the reports based on the defined criteria and submit them to the right managers and auditors. This ensured full compliance with the company's expense policy and **100% employee adoption**.

## Integration with more than **5 ERPs**

Zoho Expense integrated with multiple ERPs including Oracle, SAP and several in-house softwares. Every time a new user was added to SuccessFactors, they would be added to Zoho Expense through a seamless integration. When the expense reports were approved, the data was instantly sent to their ERPs for updating journal entries and the reimbursement information was sent back to Zoho Expense for updating the report status and informing the user about their reimbursement.

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*We could easily integrate Zoho Expense with the ERP system we were using, which helped us automate the entire process of expense reporting and reimbursement. Furthermore, we started saving significant time compiling reports using the informative dashboard, which gives us a detailed breakdown of our global spending.*



**Jaroslaw Pietraszko**

Director ERP & Digital Transformation, IFFCO Group.

# A night and day change in travel & expense reporting

For any business to thrive, they need to keep a keen eye on the company's cash outflow, including employee spend and travel booking costs. Leveraging Zoho Expense's powerful integration with Zoho Analytics, IFFCO could now **collate data from multiple sources including T&E, to gain data driven insights.** Custom analytic dashboards were created in Zoho Analytics and built into Zoho Expense through web tabs. These dashboards could easily provide a bird's-eye view on the complete employee-related spend in their organization.



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*We found Zoho Expense to be a very powerful and flexible tool which allows us to accommodate many different expense policies and compliances in respect to many different countries' regulations. We started using Zoho Expense across our entire IFFCO group for travel and expense management as one of the key aspects to control spending.*

## **Jaroslav Pietraszko**

Director ERP & Digital Transformation, IFFCO Group.

The overall implementation for UAE, which included 1,000+ approvers, auditors, and employees, was completed in less than six months' time with a high rate of user adoption. **IFFCO's implementation of Zoho Expense now ensured that employees could communicate with travel desk and submit expense claims easily; a process that usually took three to four days could now be completed within minutes.**

# Quick facts

Implemented across

**25+**  
Countries

**2000+**  
Employees

**6+**  
External integrations

**20+**  
Custom functions

Implemented across

**52**  
Business units



# Countries Implemented

- |              |            |              |
|--------------|------------|--------------|
| UAE          | Singapore  | Rwanda       |
| India        | Spain      | Senegal      |
| Oman         | Algeria    | Saudi Arabia |
| South Africa | Angola     | Uganda       |
| Kuwait       | Djibouti   | Tunisia      |
| Indonesia    | Ethiopia   | Egypt        |
| Malaysia     | Ghana      | Italy        |
| Iraq         | Kenya      | Mauritius    |
| Pakistan     | Madagascar | Bahrain      |



*The easiest travel and expense management software.*

## About us

When it comes to travel and expense management, every business has unique requirements. Zoho Expense is powerfully built to scale up with customizations and offers enterprises the flexibility to tailor the application to suit their specific needs. With customizable Jumpstart plans, find the right fit for your business.

## Awards



# Loved by enterprises worldwide



## Contact us

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