



Oberoi Realty automates project expenses with **99.5% accuracy**, scaling their user base by 140% in just a few months

Headquarters: Mumbai, Maharashtra    Industry: Real Estate

Employees : 1200+



# The company

Oberoi Realty has been a prominent player in the Indian real estate market since 1980, known for its exceptional developments in residential, office, retail, hospitality, and social infrastructure.

The company has built a solid reputation over the years for its commitment to quality construction and top-notch customer service.



# The challenges



- **15 hours per week lost** due to manual expense tracking

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- Manual multi-project expense management

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- Frequent expense approval delays

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For Oberoi Realty, managing expenses across multiple projects in different locations was no easy task. The finance team found themselves caught in a tangled web of manual expense tracking processes, complex approval workflows, and manual entry of approved expenses in their existing SAP system.

As manual procedures slowed down operations and clouded financial visibility, it became evident that a streamlined solution was essential for complete visibility and better compliance.

## The challenges



The organization was grappling with the intricacies of project-based expense management, leading to inefficiencies and a lack of transparency in tracking petty cash and employee expense reimbursements.

Approval delays became common place as the finance team struggled to manage imprest accounts while accurately associating expenses with their respective projects. This further complicated the approval process and left them with limited insights into their financial operations.

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Managing imprest accounts and expenses across multiple projects in different locations was a major hurdle for us.

**We needed a solution that could handle project-level automation and provide control across all our sites.**

**Pankaj Pandit,**

Chief Information Officer at Oberoi Realty Limited



## The solution



### Zoho Expense **delivered,**

- Real-time project costing with error-free tracking
- Seamless SAP integration for a unified workflow

In 2023, Oberoi Realty decided to team up with Zoho Expense to tackle these challenges head-on. The user-friendly solution offered by Zoho Expense automated their entire expense management process and aligned perfectly with Oberoi Realty's specific needs.

With Zoho Expense, the company could identify expenses that are eligible for imprest accounting at respective projects, resulting in accurate project costing on a real-time basis. They implemented customized expense categories tailored to their specific requirements for employee expense reimbursements and petty cash, allowing them to create distinct workflows that ensured every expense was properly vetted before approval.



## The solution

70%

reduction in approval delays

50+

imprest account automated

140%

increase in their user base

100%

reduction in manual data entry

As Oberoi Realty began their implementation journey with Zoho Expense, they started with 500 users. However, as the platform's scalability and effectiveness became clear, they quickly **expanded their user base by 140%, reaching 1,200 users.**

The multi-level approval workflow in Zoho Expense streamlined the entire approval process also giving visibility of the claim status to the claimant. Project heads and finance teams could now easily approve petty cash expenses, while employee expense reimbursements were automatically processed by HR.

Seamless SAP integration ensured approved expenses were pushed to the financial system, eliminating manual data entry and errors. Customized workflows for imprest accounts flagged unauthorized requests, ensuring accountability. Automatic reminders of unsettled advances and monthly reimbursement claims streamlined the finance team's timely processing of expenses.





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The Zoho team's support throughout our journey, from onboarding to project go-live, has been outstanding, making the transition smooth and hassle-free

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**Pankaj Pandit**

Chief Information Officer



## The result



Since implementing Zoho Expense, Oberoi Realty has experienced significant operational improvements. Automating expense workflows has drastically reduced the time spent on processing expenses, enabling the finance team to focus on more strategic initiatives.

**Real-time tracking of project-based expenses has provided better control over budgets and enhanced forecasting capabilities.**

Moreover, custom validation rules and approval workflows have ensured that all expenses adhere to the company's internal policies, fostering improved compliance. The integration with SAP has not only saved hours of manual work each week but also allowed for better financial reporting.





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# The easiest travel and expense management software.

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## About us

Zoho Expense is an online business travel and employee expense reporting software, tailor-made for businesses to manage corporate travel, automate expense reports, streamline approvals, and make swift reimbursements.

**Ready to see Zoho Expense in action?**







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