



Unifying **Global Expense** **Management** at RedDoorz



Location

APAC
(Singapore)



Industry

Hospitality



Employees

1700

About RedDoorz

Established in 2015, RedDoorz is a technology-driven hotel management & booking platform that operates in Southeast Asia with more than 3000 properties. Headquartered in Indonesia, the business has operations in Singapore, Vietnam, Philippines, Thailand & India. RedDoorz acquires hotel properties and helps them provide a high degree of customer service and superior hotel management functions.

Key Challenges



Huge amount of time spent in creating spreadsheets and seeking physical signatures



Fragmented employee base who spoke different languages and spent in different currencies.



Lack of visibility for finance teams on employee spend across the business



Manual data entry to accounting systems



Varying expense policies across multiple countries



Unifying multiple currencies, languages and expense policies

Before implementing Zoho Expense, RedDoorz used a paper based expense reporting system. All the different countries had their own book-keeping services in different currencies, and there was no visibility on the employee spend.

It was challenging to have a unified platform, as the employees hailed from different cultural backgrounds and spoke different languages and had different processes for travel booking and reimbursements. The finance team had to collate data from multiple sources and across the different countries to gather spend insights across the business.

Employees used to fill in expense details on a spreadsheet, printout the information and then get it signed by approval authorities. Every country had its own approval matrix and the policies were all over the place. They also provided cash advances to the employees and tracking them was often a laborious task.

Discovering Zoho Expense

RedDoorz found **Zoho Expense to be the ideal solution that solved all their business challenges.** The multi-currency feature allowed employees to create expenses in any currency and approvers could see a detailed breakdown of the reports. Zoho Expense also supported the regional languages as well, so that employees could easily adapt to the application.

Based on their experience with Zoho Expense, RedDoorz also evaluated multiple applications under the Zoho Ecosystem, including Zoho Invoice, Zoho Inventory, Zoho Analytics, Zoho Sign and Zoho People. RedDoorz currently runs its entire HR operations on Zoho People. With the Zoho Expense-Zoho People integration, **employee onboarding has become 80% faster for RedDoorz.**

Favourite features



Autoscan



Dynamic approval workflow



Real time notifications

*Zoho Expense is a constantly evolving software that can be customized to the needs of the customer, and **suitable to businesses of all sizes**. Especially for the APAC market which is diversified in terms of language and different currencies.*



Eva Zhang

Finance team, RedDoorz.

Quick Stats

1700
employees

15
weeks of implementation

70%
faster reimbursement

Zoho Expense transformed the entire employee T&E experience:

Employees could now submit expense reports **70% faster** than their paper-based expense reporting process where the employees had to printout the spreadsheets, attach the receipts and chase the approving authorities for their signatures.

Finance team could perform audits on every expense report that was submitted and ensured that expense fraud was eliminated and they achieved 100% policy compliance.

Employees could also use SSO using GSuite that ensured that the security concerns were addressed instantly.

Now, an employee in Indonesia could scan a receipt in Bahasa, and his manager in Singapore was able to see the expense details translated to his preferred language within the application. Similarly, Zoho Expense was widely adopted by employees in the Philippines, Vietnam, Thailand and India as well.

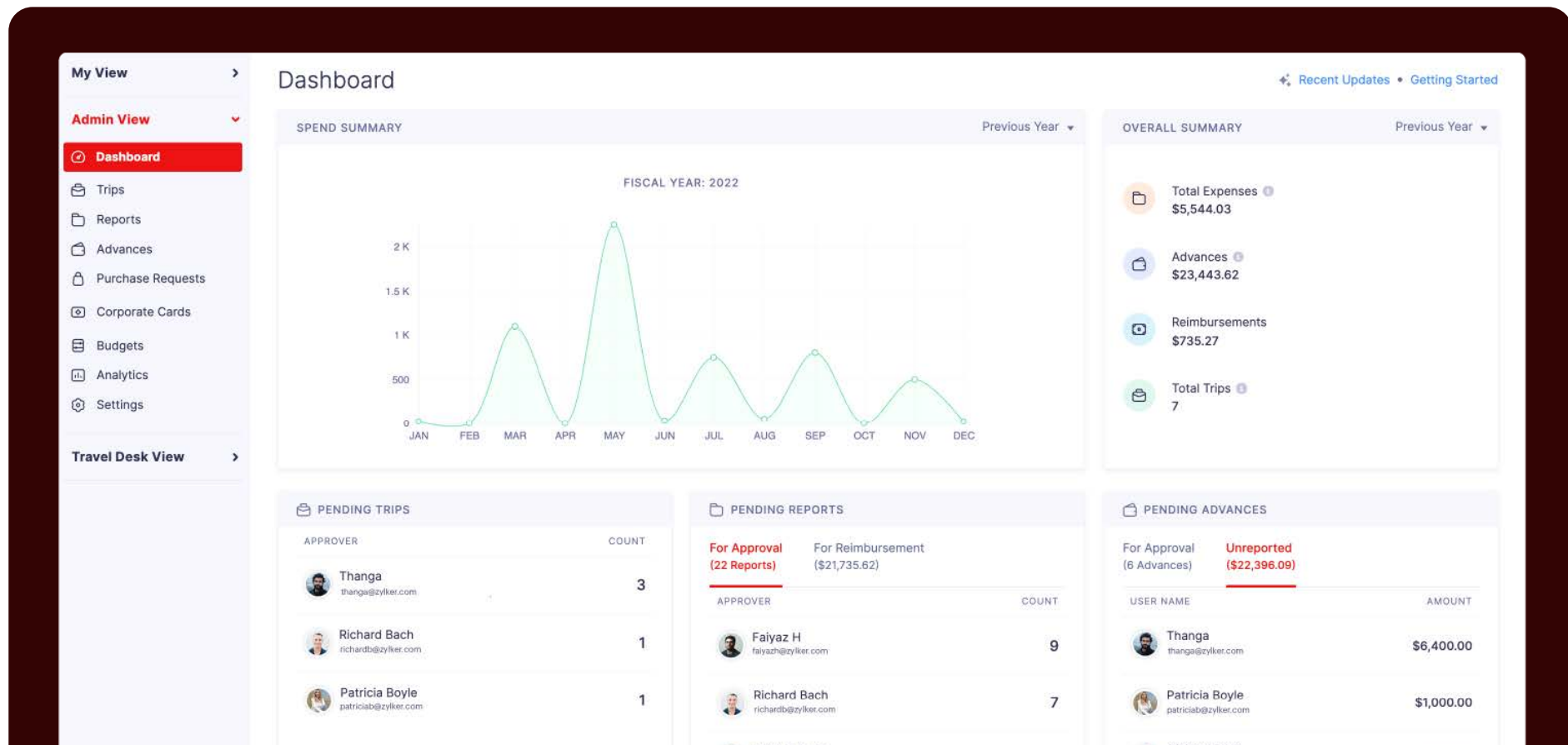
***It has been a world of difference after we implemented Zoho Expense.
The implementation was also smooth and the team was very approachable.
The team was receptive of feedback and suggestions and made sure that we
had a seamless transition into Zoho Expense from a manual expense reporting
process***

Eva Zhang

Finance team, RedDoorz.

Global Spend Analysis

With the spend unified across countries, RedDoorz could now have a birds-eye view on the complete company spend in a single place. Zoho Expense collated data from all the regions and provided a unified dashboard, making spend analysis easy. The **unified dashboard** provided visibility into the spend pattern, top spending users, project expenses and more.



 **An application they could implement on their own**

The key difference RedDoorz was able to see in Zoho Expense, compared to other leading expense management applications, was that it was all self-service with minimal training from the implementation team. The application was very intuitive that helped them make any changes or updates on their own without having to depend on the Zoho Expense team.

 **All this powered with a superior customer support team:**

The customer support team was always ears when it came to listening to customer feedback and ensured that Eva and team always got the best out of Zoho Expense.

“

The internal compliance and cost control has seen a massive change after the implementation of Zoho Expense.

Eva Zhang

Finance team, RedDoorz.

What I loved most about Zoho Expense is that the team values customer feedback very highly. From my experience, I can recount two instances where we had a business requirement and the team was able to provide it to us.

*The accuracy of OCR is high and we found that to be suited for our employees who handle a large volume of receipts. The fact that Autoscan captured all the information including the categories and invoice numbers **boosted our confidence** in choosing Zoho Expense.*

Eva Zhang

Finance team, RedDoorz.

Loved by enterprises worldwide



Contact us

✉ sales@zohoexpense.com

☎ +1-8443165544