SutiSoft's Agility & Responsiveness Proved to be the Difference for Rinnai

Rinnai ®

Our biggest challenge was the lack of visibility with our travel and expense spending. Partnering with SutiSoft has greatly improved our expense management process and has awarded us with tremendous improvements to our T&E visibility.

- Dan O'Neal Vice President of Finance, Rinnai America Corporation

Challenged With a Paper-Intensive Expense Management Process

Relying heavily on an existing paper-based expense management process, Rinnai recognized their need to streamline processes while better accommodating for remote employees, travel itineraries and mobile technologies. Rinnai recognized that their existing process, which was spreadsheet dependent, increased the potential for errors, created processing delays and lacked the T&E visibility that senior leaders needed for accurate reporting and planning.

Rinnai's process involved the use of corporate dispersed credit cards; weekly and monthly expense report submissions; collecting, recording and indexing all submitted receipts; and an approval process that created delays while increasing the possibility of lost reports. Once an expense report was submitted, the process could take up to a couple of weeks before final reimbursement could occur.

The Customer
Hopkins Manufacturing Corporation

Headquarter
Emporia, Kansas, USA

Year Founded
1974

Size
140 employees

Introduction
Founded in 1974 and headquartered Peachtree City, Georgia, Rinnai America Corporation, a subsidiary of Rinnai Corporation in Nagoya Japan, manufacturers gas appliances including tankless water heaters, a wide range of kitchen appliances and heating and air conditioning units. With corporate revenues exceeding $2.5 Billion, Rinnai is the largest gas appliance manufacturer in Japan and the Number 1 selling brand of tankless gas water heaters in North America.

Rinnai's mission is to create safe, 21st Century products for commercial and residential customers, enabling the pursuit of comfortable and efficient lifestyles.

In addition to the process and management challenges, Rinnai's expense management process required extensive use of expensive shipping services and monopolized up to two business days of their Accounting Department employee's productivity. This was because the Accounting Department of Rinnai was charged with the manual process of auditing all approved expense reports, verifying that each line item had a corresponding receipt before finally confirming that all requested dollar amounts and receipts were equal. The process required the manual tracking and recording of all expenses deemed to be outside of existing policy.

A Need for Improvement

Rinnai understood the changing dynamic of its workforce and needed an expense management system that both increased their overall visibility in to their T&E management and one that would also streamline and simplify the entire expense report submission process.

The SutiExpense Solution

After discovering that a competitive solution lacked the dynamic flexibility that Rinnai expected and would take several months before being fully deployed, the decision was made to implement SutiExpense from SutiSoft. Once fully implemented, Rinnai was able to virtually eliminate all the communication and follow-up once required to manage their expense process, to decrease or eliminate the potential for human error while enabling the ability to fully enforce their receipt and expense limit policies.

In order to better streamline their T&E Process, Rinnai eliminated corporate credit cards in favor of employee usage of personal credit cards. Employees are now able to quickly submit expense reports from either their desktop or mobile device, attach receipts and request the option of direct deposit for the amount equal to their approved reports. These options decreased the "time to pay" from sev eral weeks to as little as 24 hours.

The ability for Rinnai to capture reports from the SutiSoft Expense Management Administration console greatly improved their T&E visibility and allowed for customizations and the ability to quickly identify any submitted expense determined to be outside of corporate policy. With the elimination of paper receipts, Rinnai now enjoys a much more efficient, environmentally friendly and error -less expense management process.

Overview of Benefits

- Accounting Department employees now spend half of the time previously spent managing the T&E process
- Senior and mid-level leaders have greatly enhanced visibility into the T&E management process

- Rinnai is now able to eliminate the n eed to "cut checks" and now makes full use of the automated ACH system
- Rinnai is now able to eliminate the n eed to "cut checks" and now makes full use of the automated ACH system
- Have the ability to research report data and run detailed reports without needing to filter through paper files
- Accommodated for employees using mobile devices (smartphones, tablets, etc.)
- Increased visibility into specific vendor spend activity which leveraged additional vendor discounts.

Why SutiExpense?

Rinnai understood the changing dynamic of its workforce and needed an expense management system that both increased their overall visibility in to their T&E management and one that would also streamline and simplify the entire expense report submission process.

"The implementation was easy and only took about a month. The training was handled completely by the team at Suti in a series of live session."

- JuddGreene

"The ease of use of SutiExpense made the often times difficult process of organizational process change much easier. And while the application itself has exceed our expectations, so too has the technical support from SutiSoft. They have been extremely responsive, receptive to feedback and approach our business relationship as a true partnership."

- Dan O'Neal Vice President of Finance,
Rinnai America Corporation

Why SutiSoft?

SutiSoft provides a comprehensive suite of cloud based business management solutions for entities of all sizes. The solutions are built on robust platforms that allow for integration, sharing, delivery, and management, esentially paving the way for the next revolution in SaaS adoption. Our suite of solutions includes scalable and easy to use solutions for HR, document management, payroll, employee travel & expenses, ERP, CRM, business data analytics, and electronic signature. This allows our customers to control costs, save time, and achieve superior security.

We are dedicated to the strategic synchronization of tailored business solutions to meet our customer's critical business needs. Our integrated solutions combine superior technology products with world class implementation services tailored to meet your most mission critical business requirements.

- Business Solutions help improve business opera
tions by delivering enhanced operational efficien
cies, thereby mitigating business risk.
- Security Solutions include robust endpoint se-
-curity, authentication, data encryption, and
 strong identity/ access management systems.
 Our security solutions meet or exceed regulatory
 compliance requirement in a variety of industry
 verticals.

Designed as a web-based solution, SutiEx-pense is easily configured to the match the unique needs of small, medium and large businesses. Its intuitive icon-based interface and flexible design supports rapid deploy-ment and user adoption.

SutiSoft is a minority owned enterprise headquartered in Los Altos, California, and has offices in North-ern California, India, Germany, and Japan.