

How HUMAN made spend processes more human-centered

Bots are responsible for 77% of cyberattacks. HUMAN'S mission is to stop them—to keep the internet human by safeguarding websites from these fraudulent attackers.

Similarly, HUMAN lives and breathes that same philosophy internally, with a strong emphasis on the professional and personal development of its “humans.” However, during the first four years of Karl McGregor’s career at HUMAN, the finance processes and policies didn’t align with that mission.

The dreaded month-end close

At HUMAN, one corporate card would be shared across multiple team members—and even office locations—so the only way for finance to understand where spend came from was to ask. After uncovering who spent what, Karl had to manually code every transaction and track down all receipts. It took weeks of playing detective to make the numbers add up at the end of the month. “We never knew who was buying what on what card,” explains Karl.

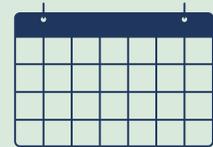
For Jonathan Leitschuh, a cybersecurity researcher through HUMAN’s Dan Kaminsky fellowship, month-end close meant “a huge spreadsheet—I had to itemize everything—and I just wanted to do my work! I didn’t want to do that stuff.” Dan is an active member of the cybersecurity industry, often traveling for conferences like Black Hat and Defcon. Prior to Teampay, travel meant worrying about having enough money to float through his bank account and getting reimbursed.

You'd never know when your request was approved—you'd never be alerted—so you'd have to be signed into the app at all times. There was also this security feature that would generate a code for every purchase, but that only went to the original cardholder. It was this never-ending ‘can’t process this purchase’.

-Jonathan Leitschuh,
DAN Kaminsky Fellow

About HUMAN

- 400+ employees
- 4 main offices in New York, Washington, D.C., London, Victoria with remote employees across 17 countries
- ERP: Sage Intacct

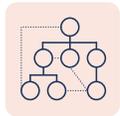


Teampay helped shorten HUMAN’s month-end close by

3 days

Struggling for a workaround, HUMAN tried a virtual card add-on to their corporate card solution, but it proved to be unfriendly to users.

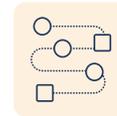
HUMAN wanted a software solution that would:



Accommodate a complex organizational structure



Eliminate manual coding



Make purchasing seamless

At this point, Karl knew exactly what he wanted in a new solution. He just had to find it.

The journey to humanizing expenses

HUMAN has a complex organizational structure, with different business entities, office locations in three different countries and team members scattered even wider.

Teampay solved two major pain points for HUMAN:



Corporate card reconciliation

With Teampay, the name on a corporate card matches the person who used it. The team no longer has to wait for a credit card bill because all transactions are automatically recorded in Teampay, coded correctly, and synced into Sage Intacct. Teampay even syncs transactions to specific entities and currencies as needed. "Even if transactions aren't all cleared by the end of the month, I know exactly what's there and I can make an accrual for it."



Employee purchasing experience

With Teampay, HUMAN employees feel empowered to buy what they need, the moment they need it by requesting funds through a conversational Slackbot. Currently, Teampay provides virtual cards for HUMAN employees across **10 countries**.

The ease of using Teampay around requesting, paying for something—and the money not going through my personal bank account—this is so much easier, so much less stressful. I don't have to wonder if I have the money in my personal account.

-Jonathan Leitschuh,
DAN Kaminsky Fellow

Jonathan was so happy with his purchasing experience that he tweeted about it.



Jonathan Leitschuh @ Open Source Summit
@JLLeitschuh

Just used the [@teampay](#) slack integration for filing a work expense. Absolutely the best corporate expensing experience I think I've ever had.

Teampay automatically generates a one-off debit card to make the purchase. I don't have to ask to be reimbursed. So much simpler!

11:41 AM · Feb 3, 2022 · Twitter Web App

Month-end close: from 10 days to 7, and counting

Along with automatic reconciliation and a seamless purchasing experience, month-end close is no longer the nightmare it used to be. "I now spend way less time processing spend, and more time doing analysis," says Karl. So far Teampay has helped HUMAN shorten month-end close by three days, and Karl anticipates this term will get even shorter. "Teampay empowers employees to make their own decisions, but finance can maintain oversight and stay agile as needed."

An unexpected bonus? With Teampay, HUMAN has seen an uptick in benefit usage. HUMAN offers a variety of benefits to its employees, including stipends for health and wellness and a home office setup. "Before we had Teampay, people were not taking advantage of their stipends," explains Karl. By eliminating clunky expense reports and reimbursement processes, employees no longer face friction while making purchases. Karl was able to easily create rules to support these stipends. He even wrote a scripted request for employees to copy and paste into Slack for automatic approval.

With Teampay, HUMAN's financial processes are finally more human.



HUMAN

3:46 PM

I want to buy work from home items for \$500 from several vendors