JumpCrew, a digital lead generation and sales execution platform, was founded in 2016 and quickly began to scale. As the company experienced this rapid growth, Ashley Pierrot was hired as Controller to streamline finance operations. She quickly noticed that while the operations team was focused on major initiatives, like implementing Salesforce and evaluating ERPs, spending was becoming a pain point across the organization.

Challenge

Employees were spending a lot of time on data entry and manual work related to purchases. In order to buy something, they had to track down a shared corporate card and enter the expense in an Excel sheet. For offline purchases, employees would pay with a personal card and submit for reimbursement after the fact. When a young employee won a company-paid vacation as part of a sales competition, the experience was diminished by the burden and stress of fronting the cash for such a large expense. Ashley knew something had to change.

"There was a blind spot that no one was paying attention to: our expenses," Ashley said. "It became clear it wasn't sustainable for growth." JumpCrew had no controls in place to manage spending, and the finance team was losing too much time inputting expenses from Excel into Intacct. Supporting the growing company would require significant change.

The business process for spending was causing a lot of stress for employees, especially the younger sales workforce who couldn't always afford to front cash for business expenses. Further, JumpCrew wanted to mitigate the risk of shared corporate cards floating around the office. It was easy to identify the need to change, so Ashley turned to Teampay to manage spending.

"Teampay was unlike anything I had ever seen. I had never seen built-in controls, where you don't have to do any expense reports. I loved the Slack integration, and it integrated with Intacct. There wasn't a need I had that the system couldn't handle."

Solution

Now, JumpCrew employees use Teampay to access pre-approved funds to make company purchases. Teampay's upfront coding and automated reconciliation capabilities significantly reduce time spent on manual data entry and eliminate expense reports. With proactive policy controls in place, JumpCrew ensures employees are spending appropriately.

About JumpCrew

- 300+ employees across the US

- ERP: Sage Intacct

- Uses Slack for team collaboration

KEY BENEFITS

1 Get real-time visibility
2 Eliminate zombie subscriptions
3 Enable virtual payments
4 Reduce manual work
5 Decrease risk of fraud

This is critical for JumpCrew, which watches cash closely as they scale. Ashley explained, "We're a start-up. Every dollar counts." With Teampay, the company is able to track and eliminate "zombie subscriptions" that are no longer needed. And since Teampay ties unique cards to transactions, it's been easy to cancel cards in case of fraud without disrupting the business. Due to Teampay's real-time sync with Intacct, the finance team has been freed from the burden of data entry and is now able to focus on more strategic initiatives.

"I'm in control of my close process because everything is real-time."

The real-time visibility offered by Teampay has given JumpCrew the ability to report on finances with greater accuracy. Ashley can quickly and easily share information with executives about where dollars are going - and at any time. She doesn't have to wait until the end of the month, or beg employees to submit expense reports.

Teampay was a quick win for Ashley and her team, who rolled out Teampay in a matter of weeks. Because Teampay is IT-free, Ashley was able to own the implementation without tapping JumpCrew's tech team for support. "It was great to get a system in so quickly and easily," she said. "I don't know a lot of other systems that within 4 months of starting a job, you could have up and running as smoothly as Teampay."

"Of course Teampay makes the Controller's life easier, but end users love it too."

Almost immediately, JumpCrew employees began requesting funds through the conversational Slack interface, most needing nothing more than Teampay's short Slack tutorial to get started. "If it had been hard to use, people would have gone back to the old way," explained Ashley. "The tutorial makes it so easy, you won't have to handhold training everyone."

Furthermore, "Customer Success has been phenomenal. When you call, you get someone who answers. If you have a question, you get a response really quickly," Ashley commented. "I'm so thrilled that we made the decision to use Teampay."