Lightstream builds creative tools that empower live streamers to create content without technical hurdles. However, their own employees were jumping through bureaucratic hoops at work. There was no easy way for workers to access company money to buy the things they needed to do their jobs. And the fact that Lightstream's remote employees outnumber office-based workers only complicated the matter.

Traditional expense management posed challenges

Lightstream originally had one company debit card that employees could use for business purchases. The card "just floated around" which posed a big risk. Alternatively, employees could front personal money for purchases and get reimbursed after via Expensify.

"The use of Expensify is reimbursement for employee-incurred business expenses. Unfortunately, that meant our employees had to purchase with a personal card or cash, and wait to be reimbursed for items they needed to do their job," explained Caitlin Cuesta, HR and Operations Coordinator at Lightstream. "It was a point of frustration. An employee could spend a few hundred dollars a week or month on business expenses, and then have to wait to be reimbursed on the next payroll."

> "It didn't feel right to have that as our process for business expenses. We wanted a better way to allow our employees to make purchases they needed for work."

Why Teampay

Teampay solved the problems of distributed spending that Lightstream faced by getting pre-approvals on purchases and automatically issuing payment according to company policy. Most employees at Lightstream make purchasing decisions, and Teampay gives the entire workforce access to funds, not only senior executives. Because Lightstream's purchasing policy is configured within Teampay, managers and finance rest easy knowing that no transactions are out of bounds.

Teampay's user-friendly experience led to increased compliance and adoption early on. The Slack integration specifically allowed Lightstream employees to request funds in a system they were already using, and even pre-code transactions by selecting the category upfront. "A lot of our work as a distributed team is done within Slack, so the integration really streamlined the request process," said Caitlin. Managers can approve or deny requests in Slack as well.

About Lightstream

- 30+ employees in eight states, HQ in Chicago
- QuickBooks Online
- Uses Slack for team collaboration
- Banks with SVB

By cleaning up back-end processes, Teampay freed the small Operations and Finance team from manual work. Caitlin's team sees each transaction come through in real time, which helps them to better track budgets.

> "We don't have to worry about chasing down receipts, or how much money we have outstanding that we owe employees. It's all managed through Teampay. Because it's so streamlined, our finance team can focus on more big-picture initiatives," said Caitlin.

Changing the process for spending was painless. "The implementation was very easy. We were up and running with the Teampay platform in a couple days," commented Caitlin. The employees went through a short tutorial, which was self-explanatory. Caitlin's team did some configuration to create approver groups and spend categories, but found the experience very simple.

Lightstream has rarely needed to contact Customer Success, which they see as a validation of Teampay's product. Caitlin commented "It's a testament to the plug-and-play model. It's so easy to use, and so easy to navigate." The few times Lightstream has reached out, there have always been quick responses. "I've been very satisfied."

By leveraging Teampay, Lightstream has been able to manage spending as they grow, without creating friction for employees.

> "Our employees love how easy it is to submit a purchase request. Our managers love how easy it is to approve a purchase request. Overall Teampay is a very simple solution, but with a very powerful suite of tools that has helped us be a better company."