

Fortune 500 Company Saved Millions with End-to-End Financial Risk Transformation

Industry

Freight Transportation.

Business Challenge

Data Silos. Manual Audits. Cash Leakage.

With one individual responsible for pulling together spend data from multiple source systems and reviewing a sample of T&E transactions, the company was only looking at 2%-3% of transactions for errors, abuse and fraud. A similar, but separate, manual review took place in their Purchase Card program. Complicating corporate spend risk management even further, the Company has a decentralized Accounts Payable group. The Company had tried using their ERP's built-in controls to identify duplicates, but it was far too limiting—six criteria had to match exactly in order to identify duplicates. They even tried a traditional audit solution, but again found little in duplicates. There were gaps in how employees could pay for goods and services, and they were leaking cash in every direction.

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Oversight's technology enables us to be proactive rather than reactive when it comes to our disbursements monitoring. Now we can quickly address non-compliant behaviors, evolving risks, and control gaps – reducing exposure to fraud, waste, and abuse.

Manager,

AP Controls and Compliance F500 Freight Transportation Company

Solution

What this company needed was a single enterprise platform for end-to-end audit and risk management. They turned to Oversight.

Our AI-powered audit and risk management platform looks across spend categories to identify and prioritize risks that otherwise go undetected due to separate source systems. We identify process breakdowns to make corrections early and reduce future risk by optimizing the people—not just the technology—to make better spend decisions, reducing out-of-policy spending while maximizing audit efficiency, and eliminating cash leakage enterprise-wide.

The Company started using Oversight in their T&E program, increasing their review rate from a small sampling to 100% of transactions immediately. Plus, they were able to pull in data from a historical perspective, which led to recovering over \$60,000 in improper employee reimbursements in the first 3 months.

With some quick wins in T&E, the Company added P-Card to the mix and found split transactions were running rampant. Engaging employees to correct this behavior resulted in a 63% drop in the noncompliant P-Card transactions.

Further satisfied with results, the Company decided to go “all in” and widen the risk mitigation scope by adding Payables to the Oversight platform. This was a game changer.

They fed a full year's worth of data into Oversight to do a once over. What they discovered was \$2.7 million of recoverable erroneous payments that their previous system had missed. The difference?

Oversight uses fuzzy logic to determine the potential of payment errors and fraud. The platform looks across spend data, employee data, and vendor master data to find and correlate risk that otherwise goes undetected.

The Company has since decided to add Oversight's Anti-Bribery / Corruption and Fleet features to the platform.

Results

- **\$2.7 million** in previously unidentified duplicate payments recovered from just one year's historical data
- **\$63,000** in improper T&E reimbursements recovered in first 90 days
- **25** fraud cases identified and turned over for internal investigation in first two years (up from 1 to 2 per year previously)
- **63%** drop in non-compliant Purchase Card transactions among employees engaged for training to correct purchasing behaviors

Benefits

Oversight gives enterprises a consolidated, consistent view of risk. The platform bridges the gap, so companies like this F500 freight transportation company can focus on the actors initiating the risk - not simply their actions - and prevent improper payments before they go out the door.