

Jabil Case Study

Industry

Electronics Manufacturing Services

Business Challenge

- Jabil is a manufacturing services company with offices and customers all over the world
- Travelers in 32 countries filling out expense reports
- The company's **audit process was siloed** and included a **manual review system**
- Jabil was looking for ways to tighten up the expense audit process, prevent errors, and catch spend risk

\$47,000

identified in duplicate spend

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“We are thrilled with the money we were able to prevent from going out the door with Oversight Resolution Services and the changes we have made to avoid future errors. My only regret is that we didn't do this sooner.”

Sheila Kittle,
Jabil Global Travel Director

JABIL

Solution

Jabil decided to partner with Concur Detect by Oversight to address top priority risk areas, save money, and change non-compliant behaviors in Travel & Expense. Jabil was immediately surprised by the number of duplicates found and quickly **identified \$33,000 in findings**. The company wanted to ensure the system was maximized to its full potential.

The Oversight Client Success team worked with the company to define risk specific to the organization, determine regional risk, and identify areas of focus. Facing resource issues, Jabil struggled to action their pre-payment violations, and did not have the bandwidth to substantially touch post-payment violations. On a trial basis, **Jabil brought on Oversight Resolution Services (ORS)** to help tackle the case load and analyze the data to identify issues that needed immediate attention.

Oversight analysts helped Jabil develop a balanced pre-payment and post-payment approach, focusing on the most egregious issues to maximize the available effort and time they had to invest in investigating. **These actions resulted in an 821% increase** in findings as well as an overall reduction in the Jabil team's time and effort.

Results

- Within just a few months, the ORS team helped Jabil prevent **over \$25,000** in pre-payment duplicate spend and identified **over \$22,000** in post-payment duplicate spend.
- During this trial, an ORS analyst discovered an employee who had submitted **over \$5,000** in duplicate spend, which led to Jabil terminating their employment due to the investigation sparked by ORS findings.
- In 18 months, Jabil prevented **\$333,000** in prepayment risk and identified an additional **\$45,000** in post-payment issues. About **30%**, or **\$98,000**, of prevented dollars were associated with invalid receipts.