

# Case Study

RR DONNELLEY & SONS COMPANY

## R.R. Donnelley & Sons Company

*Automating for Consistency, Information gathering and Employee Convenience*

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**R.R. Donnelley & Sons Company** is the leading commercial printer in North America providing printing and related services to the magazine, merchandising, book, directory, financial and healthcare markets. Many of their employees are frequent travelers, both within the United States and beyond. The company decided to automate their reimbursable business expense (RBE) management process to deliver a standardized, convenient system for employees and leverage cost savings associated with automation and data collection. The company is based in Nashville, Tennessee.

### The Challenge:

Before 1995, R.R. Donnelley & Sons had an expense system with varying reimbursement cycles, depending on department and a lack of information for vendor negotiations.

As an early-adopter leader of travel and entertainment (T&E) automation, R.R. Donnelley was looking for a visionary solution that would create a consistent reimbursement cycle, satisfy employee needs (and thus increase productivity), and deliver detailed data reports for strategic decision-making. Finding a solution-provider that offered the sophisticated level of functionality, expertise and service R.R. Donnelley required was a challenge.

As a company that truly wants to better serve the needs of their employees, R.R. Donnelley wanted their T&E automation project to yield a better solution for their employees.

## Company Details

**Vertical Market:**  
Printing

**Submitters:**  
6,500 +

**Location(s):**  
Nashville, Tennessee, USA

**Solution:**  
Necho Expense 6

**Integration:**  
Peoplesoft

CyberShift, Inc.

**Contact:**  
Laura Hills  
CyberShift, Inc.  
(973) 364-0480 x3250  
sales@cybershift.com

### Results:

R.R. Donnelley's T&E automation project was initially targeted to service 4,000 employees, the system currently has over 6,500 users. Necho Expense 6 was used to leverage an improved system that allowed the company to focus less time on expense processing, and more time on their core business. To increase productivity, and produce results based on the best practices that fit their model, R.R. Donnelley empowered employees to self-approve expense claims within specified guidelines. This facilitated a standardized bi-weekly employee reimbursement cycle that enhanced employee convenience and satisfaction. To ensure system credibility, audits are done by statistical sample with receipt submission.

Prior to automation, R.R. Donnelley had no way to collect data. Necho Expense 6 has been a tool that allows them to monitor information spanning corporate policies that need to be adjusted, vendor programs that may not be delivering value, and opportunities for tax deductions (i.e. VAT and state taxes).

“ R.R. Donnelley had two objectives for automating T&E: to capture information for strategic decision-making and cost savings, and to streamline the reimbursement process, improving employee service. ”

Bob Jones  
Director Replacement Systems Program  
R.R. Donnelley & Sons