



Concur helps Westlake race ahead with speed and accuracy

About Westlake Financial

The country's most experienced supplier of near-to-sub-prime automotive contracts in the U.S., Westlake Financial is driven to provide its customers with the best service, while promoting dynamic growth. With 1,000 employees, sales operations in 49 states, \$1B in receivables annually, a network of more than 13,000 auto dealerships across the country and innovative technology based financing products, Westlake must have operational technologies that offer the same advantage in efficiency that the company provides to its own customers.

Choosing Concur

"We need to do everything we can to spend as little time as possible on expense report processing so we can focus on higher-value activities," says Patrick Amato, Director of Finance for Westlake Financial. "And as a finance company, we know the importance of systems that integrate information in one place and guarantee accuracy."

"It's been a smooth ride since we first began to work with Concur. Our managers can clearly see the value and employees appreciate an automated system that gets their out-of pocket spend paid more quickly."

Patrick Amato, Director of Finance, Westlake Financial

A period of exceptional expansion and growth in employee headcount—including a substantial rise in the number of expense reports and associated receipts—motivated the company's move from a spreadsheet-based expense reporting system to Concur. Westlake has succeeded in increasing sales and managerial staff while keeping A/P operations in its L.A. headquarters flat and significantly reducing the number of hours devoted to T&E processing. "We have a lot more to track than ever before," says Amato. "But we're doing it more quickly, accurately and efficiently than ever before."



Company Name

Westlake Financial

Solutions

Concur® Travel
Concur® Expense
Receipt Audit

Industry

Financial

Company Size

1,000 Employees

Location

Los Angeles, CA

Why Concur?

- Automation and integration
- Zero time spent on reconciliation
- Visibility into spend
- Access to the lowest fares and best travel options

“We continue to expand and we’re confident that Concur will help us grow the bottom line without growing the back office.”

Patrick Amato, Director of Finance, Westlake Financial

Westlake Financial’s results with Concur

As a provider of financial services, Westlake is committed to the highest standards when it comes to compliance. Concur gives Westlake unprecedented control. The company’s T&E policy is integrated into both the travel and expense reporting side of the solution. Plus the integration of the corporate card eliminates the need to retrieve and track receipts, which in turn eliminates errors and reduces the time spent on reconciliation virtually to zero.

Westlake managers now have instant access to up-to-the-minute employee travel itineraries and expense data and have obtained new insight into where and how travel dollars are spent. “It’s been a smooth ride since we first began to work with Concur. Our managers can clearly see the value and employees appreciate an automated system that gets their out-of-pocket spend paid more quickly,” says Amato. Westlake Financial has experienced dramatic growth without adding a single staff position dedicated to T&E back office operations.

- Automation and integration have eliminated manual retrieval and tracking of receipts.
- With Concur, Westlake A/P staff spends zero percent of their time on reconciliation.
- Visibility into spend enables Westlake to negotiate preferred vendor rates.
- Concur gives Westlake employees access to the lowest fares and best travel options — in compliance with company travel policy — with one quick click.

“Westlake has always been an innovator and we want the best technology for all our operations,” says Amato. “We continue to expand and we’re confident that Concur will help us grow the bottom line without growing the back office.”

