

RR DONNELLEY

"We had two primary objectives for automating T&E: to capture information for strategic decision-making and cost savings, and to streamline the reimbursement process, improving employee services."

**Bob Jones, Director of Replacement Systems Program,
RR Donnelley & Sons**

Business Challenge

RR Donnelley is a global provider of integrated communications. The company works collaboratively with more than 60,000 customers worldwide to develop custom communications solutions that reduce costs, enhance ROI and ensure compliance.

RR Donnelley & Sons had an expense system with varying reimbursement cycles and they lacked key information for vendor negotiations. They were looking for a visionary solution that would create a consistent reimbursement cycle, satisfy employee needs to increase productivity and deliver detailed data reports for strategic decision-making.

How SumTotal® Helped

Using SumTotal's Work: Expense Management, RR Donnelley leveraged an improved system that allowed the company to focus less time on expense processing and more time on its core business.

To increase productivity and produce results, the company has empowered employees to self-approve expense claims within specified guidelines. This facilitated a standardized bi-weekly employee reimbursement cycle that staff find more convenient. To ensure system credibility, audits are done by statistical sample with receipt submission.

Key Metrics

6:48 Employee reimbursement improved from 6 weeks to within 48 hours

Bi-weekly employee reimbursement cycle speeds repayment time

Improved reporting produces audit opportunities for tax deductions

About RR Donnelley

RR Donnelley (Nasdaq:RRD) helps organizations communicate more effectively by working to create, manage, produce, distribute and process content on behalf of its customers. The company assists customers in developing and executing multichannel communication strategies that engage audiences, reduce costs, drive revenues and increase compliance. RR Donnelley's innovative technologies enhance digital and print communications to deliver integrated messages across multiple media to highly targeted audiences at optimal times for clients in virtually every private and public sector. Strategically located operations provide local service and responsiveness while leveraging the economic, geographic and technological advantages of a global organization.

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