

# MONROVIA®

No other company knows growth more than Monrovia. Founded in 1926, this wholesale plant company has been an industry leader in the introduction of healthier and more beautiful plants. Monrovia partners with leading breeders and plant explorers from all over the world in order to assess the evolution of diverse plants, watch for new adaptations, and bring these plants to market.

The company's so-called Craftsmen, people who work on helping the next generation of plants thrive stronger and more beautifully, have been grounded on the company and have since built long careers. Today this California-based organization has more than 1,000 employees.

As their company thrived and evolved, so did their needs. They were soon in the market for a reliable travel and expense management solution to help them keep up with their expense reports and accounting. However, not everyone can keep up, as Monrovia would find out.

 **1,000+**

**NUMBER OF EMPLOYEES**



**CORPORATE CREDIT CARD PROVIDER**

## THE PROBLEM

# Challenges in Expense Reporting

At Monrovia, it is in their nature to care for the environment. So, the move to automate their expense management system was grounded on the virtues of sustainability and being eco-friendly. They have partnered with Concur® to help them provide a paperless expense reporting solution that fits their needs as a private company with nurseries all over the country while operating with their partner garden centers throughout the US and Canada.

However, challenges arose starting from the initial setup, with the platform presenting ease-of-use issues on top of the low efficiency performance. Since the organization has large amounts of data to go through, speed and efficiency are key. Because of these, they encountered errors and user complaints that cause delay and costly mistakes that could add up and significantly impact the company's overall performance in the long run.

Furthermore, there are also challenges in the reporting system itself. They found that there are only a few available reports, and considering their needs, these are inadequate.

## KEY BENEFITS



Excellent Support



Ease of use



More reporting options



Detailed Auditing



Better User Management



Cost Effective

## THE SOLUTION

# Taking Out the Guesswork and Maximizing Efficiency

With Concur® providing challenges that clogged up what should have been a smoother workflow, Monrovia decided to make a switchover to Gorilla Expense. This time, the organization knows what works for them and what didn't—and Gorilla Expense was quick to comply.

According to Hilda Haddad, Controller, Monrovia, the switch to Gorilla Expense was triggered by the inefficiencies brought by inadequate reports and the overall speed of getting things done in this new automated system. However, what drew them to Gorilla Expense was not only the solution it provided, but also the clean platform, pricing, and customer service.

Usually, switchovers can be a pain in itself and companies would often end up sticking to inefficient systems rather than go through the pains of introducing a new program once again. However, with Gorilla Expense, the transition was quick and smooth. "The easy platform helped a lot," shares Haddad, who found the transition very seamless. "Gorilla Expense provided us with a step-by-step link video to help," she adds.

The initial setup was quick and easy, with the implementation effectively managed by Gorilla Expense's team. Any concerns on the project was quietly dispelled from the get-go and everything came online as planned and on schedule. According to Haddad, even Gorilla Expense's Customer Service has been a great help and provided a quick response to their queries. "The free included support has been excellent," shares Haddad.

One of the key benefits achieved is user profile management. The admin users have access to more functionality where they can impersonate users and help them if they have question or issues. Also, managing scenarios after someone leaves the company is easier.

Aside from this, multiple levels of approvers allow more detail auditing and the split feature is super easy. This makes it possible for them to finally fast-track expense reporting process while at the same time minimizing errors.

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After the transition to Gorilla Expense, we received very few user complaints - most of them were user issues. I will absolutely recommend Gorilla Expense to any Concur® customers who are considering to switch.



**Hilda Haddad**  
Controller, Monrovia

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Gorilla Expense has proven that it can match all features our larger competitors have to offer and do a better job at it. One of the things we excel at is providing white-glove service to our customers, which is a refreshing change for them when they switchover from another competitor.



**Pranav Kulkarni**  
Co-Founder, Gorilla Expense