# ⊖theta

**gorilla expense**

Theta, a New Zealand-owned IT consultancy firm, operates by its brand promise: "We create smarter solutions, together." And it shows. Since it was founded in 1995, it now has grown to have offices in Auckland, Wellington, Christchurch, and Tauranga. Theta has also over 270 experienced professionals from all over the globe—all working together to help transform other businesses through cutting-edge technology.

As an analytics, digital, business solutions, and systems management specialist, Theta delivers tailor-made, high-quality solutions from strategy to implementation and beyond. Their solutions and support are customized to the unique needs of each client, helping organizations get projects done right the first time.

## CUSTOMER: NEW ZEALAND GOVERNMENT

### NZD $1.2m+
**LICENSING & IMPLEMENTATION REVENUES**

### NZD $0.3m+
**THETA CONSULTING REVENUE**

Apart from the annual maintenance, as the project is organized in multiple phases, there has been an ongoing revenue stream for Theta & Gorilla Expense.

**THE CHALLENGE**

# Finding the Right Fit

Organizations face constant and even ever-increasing competition and pressure from their stakeholders in terms of delivering superlative results on time and on budget. And no other company understands this more than Theta.
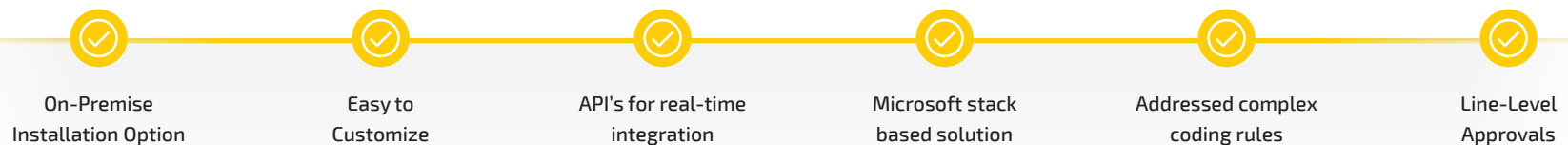
At Theta, finding solutions for clients across various industries has always been top-of-mind. Over the years, its specialists have closely worked alongside customers to ensure that their requirements are met. For some of their customers, one of these requirements is a reliable expense management system.

Expense management has a lot of pain points, and across different companies, these points are more or less the same. However, Theta understands that their clients have differing and highly specialized needs, and therefore, they need to work with best-of-breed technologies to help get their clients from Point A to Point B. And in this case, a run-of-the-mill expense management system just won't cut it.

In the case of Theta's client, they had to deal with forever changing staff, which makes commercial discussions very difficult since the same points need to be renegotiated and relitigated for each project. This also poses unique challenges in the finance department. In addition, the client had complex business rules and advanced integration requirements to integrate with several home-grown as well as mainstream systems.

Since Theta is known to work with cutting-edge technologies that are at the same time proven and well-supported, they have turned to Gorilla Expense to help them bridge the gaps in their customer's finance workflows.

## KEY BENEFITS

| On-Premise Installation Option | Easy to Customize | API's for real-time integration | Microsoft stack based solution | Addressed complex coding rules | Line-Level Approvals |

**THE SOLUTION**

# A Solution that Gets the Job Done—the First Time

Theta have chosen Gorilla Expense for its excellent expense management capabilities. The on-premise solution particularly helped as it provided a complete infrastructure package that seamlessly integrates with what our client already has in place. The result is a more robust system.

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Our customer is a hard task-master and Gorilla Expense has been able to work well with us. Getting these projects started are always a lengthy process with this particular customer as they have an incredibly strong governance process as they spend tax payer money. The projects are therefore auditable and have a microscope over them.

**Grant McKenzie**
Relationship Manager, Theta

Gorilla Expense have handled this well and have involved multiple team members from different locations. The urgency improved over the earlier stages of the current engagement and at this stage we are happy we are moving in the right direction.

He adds that while their client like the product for expenses, they have not implemented the integration capability and therefore they still run a manual processes. Once they have completed the current project [related to developing customized automated messaging-based integrations], the experience will improve and the client will fully turn to automated expense management process across the board.

**CONCLUSION**

# Value for money, good and reliable solution

Unlike cloud services, on-premise solutions are more expensive, but in the case of Theta and their clients, they found value for their money as Gorilla Expense delivered to them a good and reliable solution.

In this particular case, while clients in general look into more affordable options, price can become a secondary consideration. Clients who are looking for a solution that exactly caters to their needs wouldn't mind paying premium for a solution that does the job now and can be scaled and integrated further to meet future needs.

And Gorilla Expense proved to be that perfect solution.

Theta is also looking forward to organizing an update about Gorilla Expense's product roadmap with its Dynamics leaders to find out ways to evolve this partnership. The client is looking to implement the automated invoicing capability to further integrate Gorilla Expense products into their systems.

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Gorilla Expense has proven that it can compete effectively with larger corporations like SAP / Concur and execute very well on large scale domestic as well as international projects. With Theta, we have another successful partner story where Gorilla Expense did most of the heavy lifting during the initial sales and implementation process and then passed on the baton to Theta, who as a result of this project has now become one of the prime consulting partners of the client, thus resulting in a win-win for Theta, Gorilla and most importantly the client."

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