

A photograph of a man and a woman in professional attire, smiling and looking at a device together. The man is on the left, wearing a suit and tie, and the woman is on the right, wearing a maroon top. They are in a bright, modern office setting with large windows in the background.

Chrome River Your Way – a personalized approach to configuration and change management

EMBURSE SOLUTION ADMINISTRATOR

Even with a highly rated support organization and customer success management team to help leverage all the benefits of the Chrome River solutions, we recognize an additional need for administrative and configuration assistance. Chrome River partners with you for long-term success and provides a superior customer journey. That journey just got better with Emburse Solution Administrator.

The Emburse Solution Administrator service package is available for EXPENSE and INVOICE customers. It leverages our team of Emburse Solution Administrators (ESA's) who are familiar with your business requirements to provide additional consulting, optimize your configuration, drive new feature adoption, and administer your system through back-end configuration changes for your deployed user population. This offering will also include priority support, case management prioritization and additional assistance with validation scenarios to significantly reduce testing time.



Create Efficiency

Your team's time is valuable. Let our team of Emburse Solution Administrators (ESA's) administer your solution to eliminate manual, time consuming tasks and maximize the efficiency of Chrome River EXPENSE and INVOICE.



Drive Insight

With the ability to receive personalized hands-on assistance within the customer self-service administration screens your teams will be empowered to make changes and drive insights to make data driven decisions in real time.



Increase Agility

Ongoing configuration changes at the highest level enables your organization to continuously scale and provide a solution that grows with your needs.



It's highly customizable—we give the requirements and Chrome River designs around us. What I really appreciate is the fast turnaround between a request and the deliverable. Plus the ease of opening a ticket—it's just an email—nothing complicated. And help is a phone call away—I like being able to speak with someone—when something is more than I want to put in an email.

AN INDUSTRY-LEADING FORTUNE 500 COMPANY



Priority Support, Customer Success Management and Administration

Custom Configuration

Our team of Emburse Solution Administrators (ESA's) will optimize your configuration, and make the necessary adjustments as your business requirements change to let business flow and enhance the user experience.

Personalized Support

Get the prioritized support you deserve, when you need it, with our designated support experts who are familiar with your business requirements.

Customer Success

As your business evolves, stay in sync by setting up additional personalized business reviews with a dedicated customer success manager.

Case Management

Enjoy case prioritization and additional assistance with validation.



About Chrome River

Chrome River provides expense and invoice automation solutions that let business flow for more than 1,000 organizations worldwide. Chrome River's commitment to delivering a superior customer journey by creating long-term value for its customers, makes it a preferred choice of CFOs, CIOs, AP teams, travel managers and business travelers.