



CASE STUDY: FIVE STAR QUALITY CARE

An Exceptional Company Providing Exceptional Quality Retirement Living.

Five Star Quality Care, Inc. (NYSE: FVE) ("Five Star") is a national healthcare and senior living services provider. Five Star has three major operating divisions: Five Star Senior Living, Five Star Rehabilitation Services, and Five Star Pharmacy Services. Headquartered in Newton, Massachusetts, Five Star with revenue of \$1.2 billion has over 24,000 employees and operates more than 200 facilities in 30 US states.

The Challenges:

- Due to the nature of their business many of the Five Star employees travel frequently.
- Five Star implemented a competitor's product about 3 years ago to automate its manual expense management processes.
- Within a short period of implementing the system, it became apparent that users were increasingly dissatisfied with the new system and some of the major issues included:
 - System was too slow
 - Difficult to manage and administer
 - Accessible only via a specific browser
 - The system wasn't flexible enough nor the workflow could be modified to accommodate the approval hierarchy as required by the needs of the business
 - Non supportive of the complex nine (9) segment GL structure and reporting needs
 - Credit card charge reconciliation was slow, resulting in delayed reimbursements
- Five Star tried to work with the vendor to address these issues but it turned out that the system was functionally deficit.
- Five Star had to once again undertake the arduous and time consuming process of selecting a new vendor. This time the selection team analyzed their processes and requirements and put in considerable effort in reviewing all the expense management systems in the marketplace and benchmarking them against their requirements.

The Solution:

- Five Star selects ExpenseAnywhere as a solution of choice.
- ExpenseAnywhere recommended functional reorganization in the expense management process in order to provide centralization of the accounts payable function for various Five Star business units.
- ExpenseAnywhere implemented the ExpenseAnywhere -

Enterprise edition, and provided complete automation of the processes required by the business needs of Five Star which among other improvements included:

1. Setting up and managing Five Star complex 9 segment GL structure and incorporating the four-level approval workflow
2. Complete reconciliation of credit card charges with additional system and admin controls to ensure total and accurate reconciliation of the charges, reducing the turnaround time from 120 days to less than 30 days that ensured quicker reimbursements, to the employees delight.
3. Extensive reporting capability of ExpenseAnywhere provided in-depth spend visibility, thereby providing Five Star a real-time comparison of actual spend vs. the budgeted and highlighting opportunities for further cost savings.
4. Receipt imaging and intelligent receipt matching technology helped further eliminate manual handling of receipts and automatic matching of transactions to their respective receipts provided a significantly increased ROI.
5. ExpenseAnywhere integration with MapQuest for automatic mileage computation and reimbursement enabled better usage statistics and spend control on high mileage reimbursement costs.
6. Intuitiveness and ease of use of the ExpenseAnywhere system ensured faster roll-out to thousands of users, substantially reducing the training costs.

ExpenseAnywhere is rated high on ease of use and is compliant with all versions of major browsers. "The switch to ExpenseAnywhere was in the interest of improving both user experience and auditing/compliance capability. The responsiveness of ExpenseAnywhere's implementation team ensured on-time delivery of the customized solution, and rollout occurred smoothly and on schedule," says Zehra Abid-Wood, senior project manager of Five Star Quality Care.

ExpenseAnywhere with its exceptional customer service has been able to and continues to resolve every query with utmost agility and conviction each time, every time.

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*Zehra Abid-Wood,
senior project manager of Five Star Quality Care*

About ExpenseAnywhere:

ExpenseAnywhere, based in Pittsburgh, PA is a rapidly growing and fast emerging global leader in corporate travel and expense management automation. Integrated with the global leader in online travel booking solutions, Orbitz for Business, corporate travel group of Orbitz Worldwide, Inc. (NYSE: OWW), ExpenseAnywhere empowers clients with a complete set of functionality to easily manage and exercise control on their travel and expense management. ExpenseAnywhere products include: ExpenseAnywhere-Lite for SME, ExpenseAnywhere-Enterprise for large and global companies, ExpenseAnywhere - Gov for government entities as well as PcardSystem for complete management of P-card spend. For additional information: Visit: www.ExpenseAnywhere.com Call 412-858-1111