




# Employee Reimbursement Claims Management for a Multinational Pharmaceutical Company

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## Introduction

A leading Indian multinational pharmaceutical company based in Mumbai faced significant challenges in managing employee reimbursement claims. The company's office in Airoli had a backlog of pending claims, and old claims were often hard to trace due to improper document management. The Sr. Manager of the Finance & Accounts department reached out to Corient Business Solutions for a solution to streamline and resolve the issues related to employee reimbursement claims.



## The Problem?

- Pendency in Claims Management: The company had a backlog of 11 months of employee reimbursement claims that had not been scanned and properly archived.
- Document Storage Issues: The existing physical documents were stored in poor conditions, making it difficult to track or retrieve them efficiently.
- Delayed IT Support: Critical systems and desk setups were not provided by the company, and scanning tools and software were not installed on time.

## Corient Solution

- Dedicated Resources: Two dedicated resources and a team lead were deployed to address the 11-month claim pendency and ensure timely scanning and archiving.



**The best accountants  
are the architects of  
financial legacies.**

– Laura Anderson



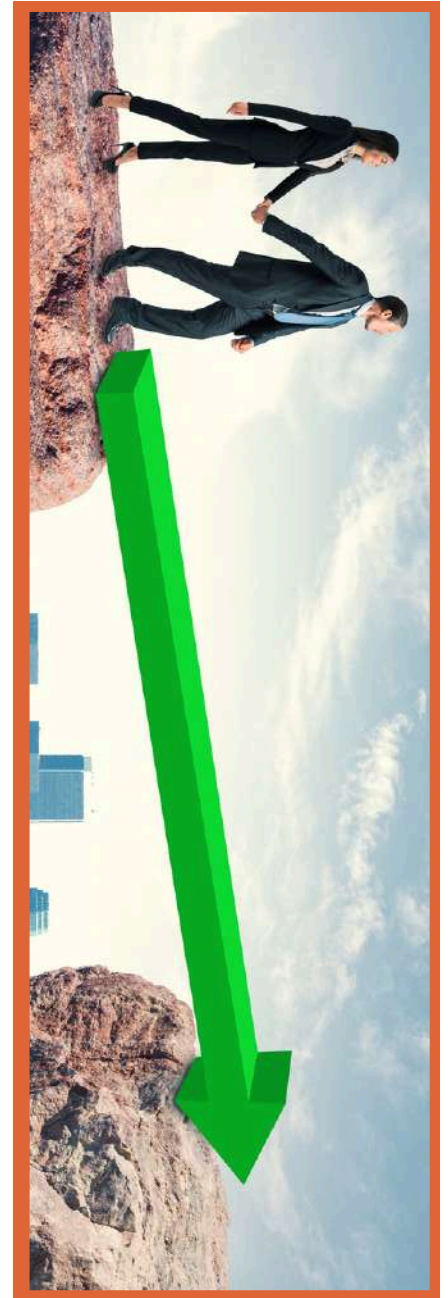
- Organized Document Sorting: All physical documents were sorted by month to prepare for scanning, ensuring systematic storage and retrieval.
- Efficient Scanning and Storage: The claims were scanned and saved with unique numbers corresponding to the ones mentioned on the physical documents for easy reference.

## Challenges Faced

- Lack of Infrastructure: The company failed to provide systems and workstations for the team until the process went live.
- Disorganized Documents: The physical documents were not properly arranged, making it difficult to scan them in an organized manner.
- IT Delays: Scanning software, hardware, and document management applications were not installed on time by the company's IT team.

## Overcoming the Challenges

- Collaborative Problem-Solving: Corient team communicated directly with the company's IT manager to resolve all technical and infrastructure-related issues.
- Systematic Document Renaming: To facilitate easy retrieval, Corient renamed and saved all scanned documents with unique identifiers, allowing for easy document retrieval without needing to search through hard copies.



**“**  
**Behind every good  
business is a great  
accountant.**

**– Anonymous**  
**”**



## Result Achieved

- **Timely Resolution:** All documents were scanned and archived, clearing the 11-month backlog within the agreed-upon timeline.
- **Easy Access to Documents:** The client could easily access any document at the click of a button, eliminating the need to search through physical storage.
- **Continued Partnership:** The client was pleased with Corient's performance and entrusted Corient with additional document scanning work.



## Conclusion

Corient Business Solutions effectively addressed the client's employee reimbursement claims management issues by deploying dedicated resources, overcoming infrastructure challenges, and implementing an efficient scanning and storage solution. The streamlined process saved time, reduced manual intervention, and allowed the client to focus on more pressing business matters. Corient's successful resolution of this challenge led to an ongoing partnership, expanding our role in the client's operations.



**The road to success and the road to failure  
are almost exactly the same.**

– Colin R. Davis

