



Channel 4
London, England
www.channel4.co.uk

Industry:

Media and Entertainment

Annual Revenue:

\$1,706 million

Employees:

900

Oracle Products & Services:

Oracle Internet Expenses
Oracle Human Resources
Oracle Self-Service HR
Oracle Financials

“Oracle Internet Expenses has transformed claims processing, making it quick, easy, efficient, and less time-consuming for all parties involved.” – Gemma Dowson, Project Manager, Channel 4

Channel 4 Pays Expense Claims 50% Faster, Cuts Processing, and Improves Management and Control

Channel Four Television Corporation (Channel 4) is a statutory corporation, without shareholders, established under the terms of the Broadcasting Act 1980. It receives free spectrum in return for fulfilling public service obligations and is funded solely from commercial revenues.

Challenges

- Cut the cost of processing employee expenses
- Eliminate unnecessary delays in reimbursing staff
- Simplify the expense claims process for employees
- Enforce adherence to corporate expenses policy

Solution

- Implemented Oracle Internet Expenses to replace previously paper-based expenses process and streamline and automate submission, approval, processing, and payment of claims
- Used Oracle Internet Expenses to define corporate expenses procedure and enforce correct coding for each expense type
- Encouraged timely submission of both simple and complex claims by enabling staff to enter expenses into pre-defined fields via any browser-based interface quickly and easily
- Used Oracle Internet Expenses to workflow-route claims electronically for approval, according to Channel 4's business rules, and from there to Oracle Financials for settlement
- Notified managers by email of claims awaiting their sign off
- Enabled staff to access real-time status of claims online
- Reduced average payment time from 10 to an estimated 5 days
- Eliminated the cost of employing one full time staff members to process employee expense claims
- Used charge card functionality of Oracle Internet Expenses to pay corporate credit card invoices for business expenses directly on behalf of employees
- Created paperless audit trail of expenses, avoiding the risk of lost claims and enabling bottlenecks and violations of corporate policy to be identified and rectified quickly
- Benefited from transparency afforded by Oracle Internet Expenses to improve visibility of spending and monitor the effectiveness of Channel 4's expense claims procedure