



WEBINAR

Life after legacy

A practical look at upgrading your expense platform



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Welcome!
We'll be starting soon...

BEFORE WE START

Please ask your questions throughout the webinar before the Q&A session

We will address the questions during the Q&A

After the webinar, we will share the deck, support articles, and recordings



- 1 WHY FINANCE TEAMS STAY ON LEGACY EXPENSE SOLUTIONS
- 2 WHAT FINALLY PUSHES TEAMS TO SWITCH
- 3 WHAT THE MOVE ACTUALLY LOOKS LIKE
- 4 SEEING IT IN ACTION + YOUR QUESTIONS



QUICK POLL

Where are you in your expense management journey?

01

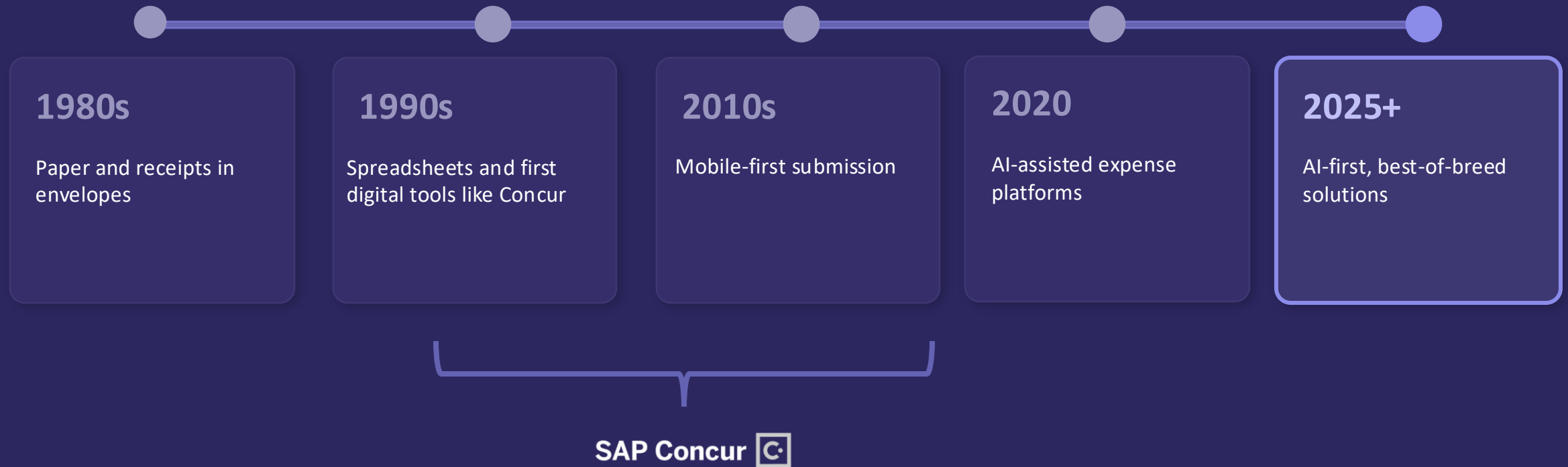
Welcome & framing

Tom Gruenfelder | VP Sales, North America



Expense management evolved, but some platforms didn't

Four decades of change, and where the legacy tools got stuck.



The reasons to stay put revolve around SAP connectivity and cost of change

The three hesitations we hear most, and what's actually true.

HESITATION

Concur is the only solution that can do global expenses



Best-of-breed expense solutions can operate across countries while providing more robust UX, automation and scalability.

"We run SAP, so we need Concur"



Best-of-breed solutions offer multiple SAP connectivity options, including an in-house connector built by a certified SAP partner.

Switching is a massive project



Get started quickly with a smooth onboarding process powered by an easy-to-use platform

REALITY

02

Why teams finally make the move

Kelly Klein | Senior Enablement Manager





QUICK POLL

What's your biggest frustration with your current expense platform?

Legacy solutions were good enough for the job, but the job has changed

The same three frustrations come up again and again.

Adoption

- Employees avoid the tool or use it it wrong
- No clear answer on whether it's a training problem or a tool problem
- Compliance slips because submitting feels harder than skipping

Complexity

- The business grew more complex complex
- Finance teams reach a productivity productivity cap due to automation automation limitations
- New branches or countries become a 6-month project
- Finance workarounds pile up as the gap widens

Support

- Customers are deprioritised in favour favour of key accounts
- Support is not included and is billed billed separately
- When something breaks, getting help help is harder than it should be
- Slow responses compound the frustration over time

Capability gaps on the legacy platform compound, and finance pays the price

The real cost of a legacy platform is the work it leaves on your team.

- 1 Manual reconciliation at every month-end
- 2 Additional administrative tasks for your team
- 3 Policy exceptions that slip through weak controls
- 4 Employee frustration no one measures but everyone feels

Moving an expense transformation forward begins with the right framing

How the conversation is framed decides whether it moves.

What stalls it

- "Let's rip out what we have and replace it"
- Triggers fear of disruption and learning curves
- People think of the last time an implementation went sideways
- It becomes an operational conversation, not a commercial one

What works

- "Let's find out what this is actually costing us"
- Elevates it to a commercial conversation
- Gets finance leaders involved; they're skilled at quantifying costs
- Builds ownership across the right stakeholders early

Answer three questions before you book a single demo.

Get clear internally first. These all have real answers.

01

What does implementation actually require from your team?

Not from the vendor but from you.

02

How long until you see a return on this investment?

What does the payback period look like?

03

What breaks during the transition, and how can we get ahead of it?

Plan for it, don't be surprised by it.

03

What the transition actually looks like

Chad Schlendering | Senior Client Onboarding Manager





QUICK POLL

What's your biggest concern about making a switch?

Switching is easy when the vendor allows it

Get started quickly with a smooth onboarding process powered by an easy-to-use platform.

Rydoo owns

- A dedicated point of contact from day one
- Structured kickoff and defined milestones
- System configuration and policy setup
- Integration support to connect seamlessly with your existing ecosystem
- Enabling your future administrators through tailored training

You own

- A small project team, supporting the required disciplines that has decision-making authority
- Ready access to your IT team
- A defined pilot group of 10 to 20 employees to complete the initial testing

What slows a switch isn't the technology but the preparation.

Key preparation for a clean go-live.

Integration readiness

- Line up your IT team early
- Know your product versions and access requirements before kickoff
 - ERP
 - HRIS
 - Bankfeeds (AMEX, Visa, Mastercard)
- Begin integration work as quickly as

Stakeholder alignment

- Agree on policy decisions before rules get configured
- Finance and IT need to be aligned, not just informed
- Late decisions push go-live dates

They picked the legacy route first. Then they came back.

Ubisense chose a legacy competitor for a simpler integration. It stalled.

What happened

Evaluated Rydoo alongside a legacy competitor. Chose the competitor assuming the integration would be simpler.

It didn't deliver.

Implementation stalled. They came back to Rydoo with a hard deadline:

six weeks to go live.

They achieved it.

10/10

Implementation rating from financial controller

80%

Faster expense submission

50%

Shorter reimbursement cycle

Global expense performance in a nutshell

Westernacher is a global consulting firm operating across 25 countries, with a US entity previously on a legacy platform.

+75%

Reduction in manual processing time after switching

“Before Rydoo, we spent half a day processing receipts. Now, consultants can submit their expenses in minutes, and it’s instantly synced with SAP.”



Kristian Schachner

*SAP Transportation Management Consultant at
Consultant at Westernacher Consulting*

Teams who switch say it was simpler than they expected.

Three things teams say they wish someone had told them sooner.



Set up the pilot group early

Feedback from 10 people in the beginning is worth more than feedback from 100 on launch day.



Adoption takes care of itself

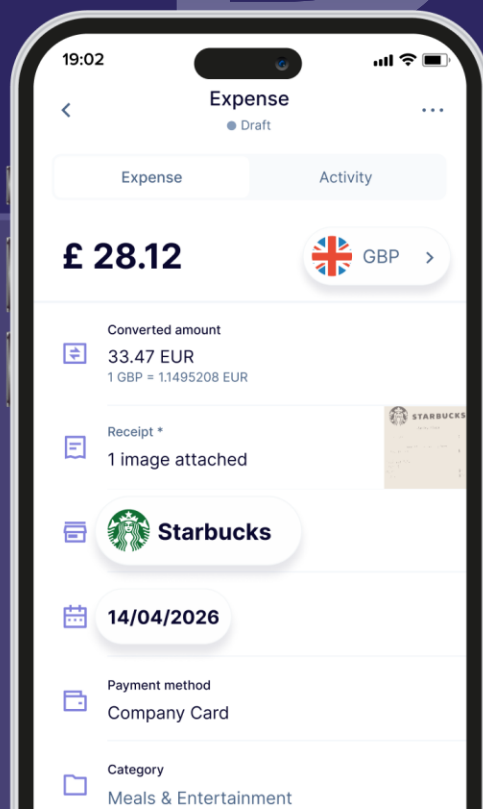
When the tool is genuinely easier than what came before, no one has to force it. Nobody misses keying in receipts.



Treat it as a real project

Give it an owner, milestones, and accountability. Don't let it run in the background while everyone keeps doing their regular jobs.

DEMO

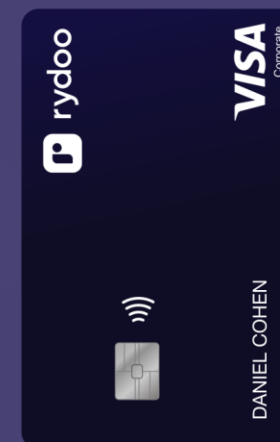


The web app interface shows a list of 49 expenses. The table includes columns for Expense date, Expense, Amount, Type, Status, User, Category, and Transaction. The first 12 rows of the table are as follows:

	Expense date	Expense	Amount	Type	Status	User	Category	Transaction
☐	03/05/2025	NMBS	18.60 GBP		Approved	Steven Bower steven.bower@nextgen.com	Train costs	
☐	04/05/2025	Brussels, Belgium	50.00 GBP		Approved	Ethan Caldwell ethan.caldwell@nextgen.com	Mileage	
☐	05/05/2025	Pret A Manger	16.00 GBP		Approved	Lila Monroe lila.monroe@nextgen.com	Breakfast	
☐	06/05/2025	Costa Coffee	45.50 GBP		Approved	Lila Monroe lila.monroe@nextgen.com	Breakfast	
☐	07/05/2025	Cologne, Germany	50.00 GBP		Approved	Mateo Vasquez mateo.vasquez@nextgen.co	Mileage	
☐	08/05/2025	Borough Market	50.00 GBP		Approved	Priya Sharma priya.sharma@nextgen.com	Mileage	
☐	09/05/2025	Caribou	39.90 GBP		Approved	Harper Ellison harper.ellison@nextgen.com	Lunch	
☐	10/05/2025	Gloria Jean's Restaurant	110.00 GBP		Approved	Lila Monroe lila.monroe@nextgen.com	Teambuilding activities	
☐	11/05/2025	Starbucks	19.90 GBP		Approved	Ethan Caldwell wouter.moyaert@nextgen.co	Breakfast	
☐	12/05/2025	Philz Brunch	200.00 GBP		Approved	Priya Sharma priya.sharma@nextgen.com	Lunch	
☐	12/05/2025	Philz Brunch	200.00 GBP		Approved	Harper Ellison	Lunch	



AI audit checks in progress



From an employee's phone to the finance dashboard.

01

Submit from mobile

Snap a receipt, watch the fields fill in automatically. Photo to submitted expense in under a minute.

02

Approve from mobile

Per-expense approvals on your phone. Approve the clean ones, send one back without holding up the rest.

03

The finance view

Approvals and policy flags at a glance. In-policy vs. out-of-policy is clear without reading every line.

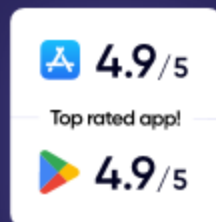


Q&A

Thank you for submitting your questions



Thank you for joining us!



**Gartner
Peer Insights.**

Voice of the Customer Report, 2025
Expense Management Software, Peer Contributors, 29 August 2025.

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(As of 10/3/2025 out of 56 reviews)



[GET A DEMO](#)