

Case Study



How Emburse Enhanced Productivity, Scaled Operations, and Streamlined Support with Strategic Talent Solutions

Brought to you by:

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Humanizing Growth

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Who is Emburse?

Emburse, a leader in expense management, simplifies travel, accounts payable, and payment processes for businesses worldwide. Serving over 18,000 customers, from small businesses to Global 2000 companies, Emburse uses AI-powered automation and mobile-first tools to streamline expense reporting and improve financial visibility.

Since its inception, Emburse has transformed expense management, providing user-friendly solutions and personalized support to help businesses enhance efficiency and control financial operations. Emburse supports global organizations with financial governance, compliance, and spend visibility solutions at scale.

The core services of Emburse are:

- Expense Management
- Travel Management
- Accounts Payable Automation:
- Payments Solutions

Location

USA

Industry

Financial Technology

Portfolio

**Trusted by 18,000 customers in
140 countries**

Year Established

2015



The Challenges

Scaling Operations and Overcoming Responsiveness Gaps

- **Scalability of Customer Success, IT, and G&A Teams**

Emburse struggled to scale their Customer Success, IT, and G&A teams to meet the growing demands of their expanding SMB customer base, requiring better account management and support.

- **Renewal Coverage and Support Responsiveness Gaps**

Emburse faced operational strain across renewals and customer support, leading to reactive account management, growing support backlogs, slower response times, and renewal coverage gaps in the SMB segment.

- **High-Volume SMB Renewal Complexity**

Managing thousands of recurring SMB renewals monthly created scaling pressure on customer-facing teams, particularly around billing inquiries, support escalations, and renewal coordination.





The Solutions

Optimizing Workforce Scalability and Support for Emburse's Expansion

- **Proactive Renewal Operations Model**

Penbrothers helped Emburse build a Philippines-based renewal and support team that improved responsiveness and proactive renewal management.

- **Embedded Team Integration and Enablement**

Penbrothers integrated the Philippines team into Emburse's core operations through structured onboarding and cross-functional collaboration.

- **Administrative and Triaging Support for Legal Team**

Penbrothers assisted Emburse with administrative and triaging tasks, enabling their legal team to focus on more strategic activities while managing day-to-day operations effectively.





The Results

Improved Renewal Performance and Operational Scalability

- **100% Monthly Renewal Closure**

Emburse improved monthly renewal closure rates from approximately 88–89% to 100% after scaling its Philippines-based renewal operations team.

- **Improved SLA Performance and Customer Responsiveness**

Emburse reduced support bottlenecks and improved SLA responsiveness across billing inquiries, support cases, and customer renewal coordination.

- **Expanded Operational Coverage**

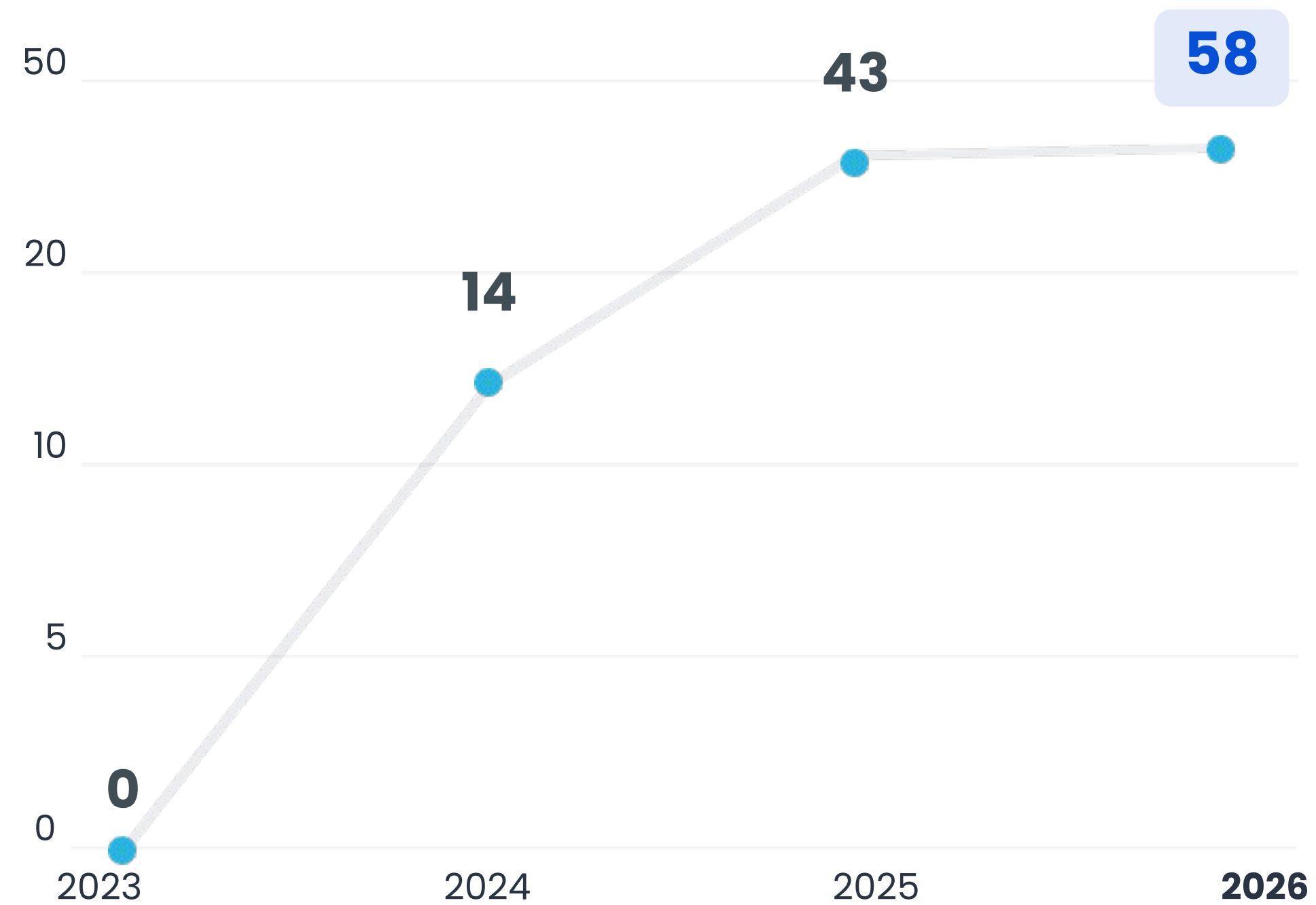
The Philippines team enabled more continuous customer support coverage and improved operational flexibility across global customer-facing functions.



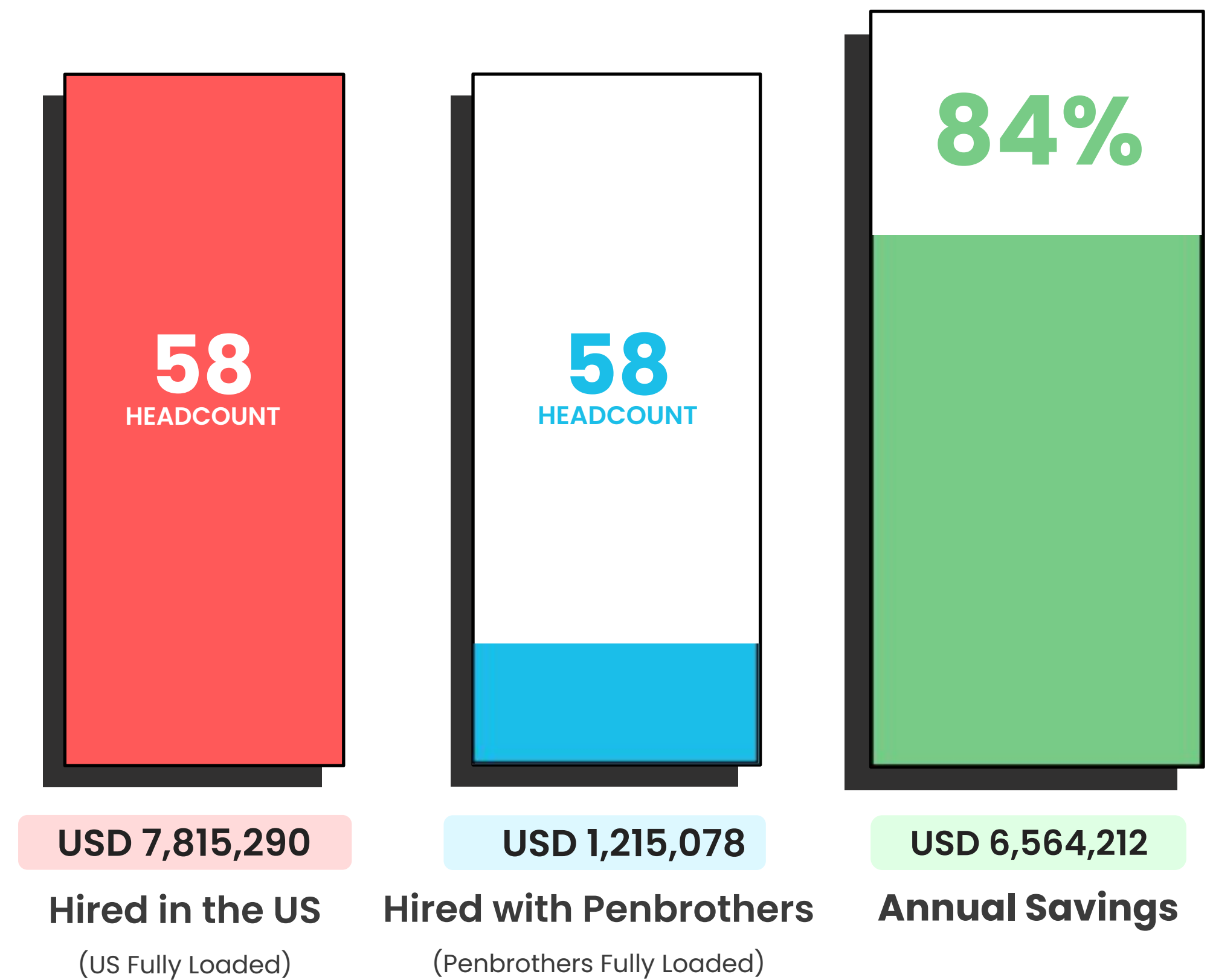


The Analytics

Headcount Growth

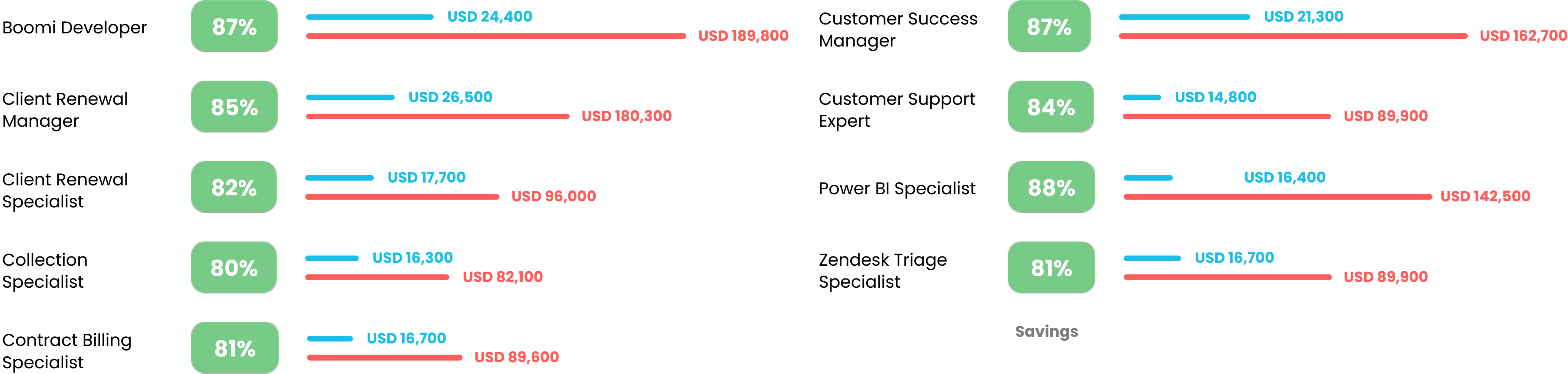


2026 Salary Cost Savings





Offshored Roles



Savings

- Total Cost with Penbrothers (salary + fee)
- Total Employee Cost In Us

Note: This is a selected list of offshore roles only and does not represent the full set of roles supported.

Grow Faster and Smarter.

Enhance team productivity and drive business growth.

Talk to Us

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