

Unlock maximum ROI for your corporate spend program

AppZen ExpertCare provides a team of AI & finance experts to guide your corporate spend journey, maximizing your ROI and tailoring AppZen to your goals.

✓ AI and finance experts guide your way

Our ExpertCare team of experts know AppZen AI and know finance, helping you maximize ROI. Our experts are available to you every step of the way.

- ExpertCare staff have public accounting, consulting, and leading technology company backgrounds to guide and advise you
- Your Customer Success Manager provides you a single point of contact to AppZen AI scientists, data analysts, and engineering teams
- Deep understanding of the AppZen AI and how to support you with AppZen

✓ In-depth, data-driven business reviews and proactive monitoring deliver insights and help achieve maximum value

We proactively monitor your finance back-off performance against best practices validated by 100s of CFOs and 1,000s of customers, and tailor business reviews so you maximize value.

- Drive exception rates down by up to 50%
- Comprehensive benchmark and model analysis, quarter over quarter, informs specific actions and recommendations to address particular spend, risk, and operational performance concerns
- Proactively identify and optimize users' feedback behavior to optimize to improve system accuracy and reduce false positives

✓ Strategic consulting to align to your business goals

We help you define what great looks like and build a step-by-step action plan to get you there with a proven discovery process that matches your business goals with best practices, benchmarks, and methodologies that have worked successfully for similar companies.

- Fine tune data models with direct access to engineering and data science teams
- Deliver faster configuration changes and threshold adjustments, to support your business goals. For example, adjusting model configuration so invoices for immigration services are automatically classified to the cost center of the applicant.

Trusted by one-third of the Fortune 500

















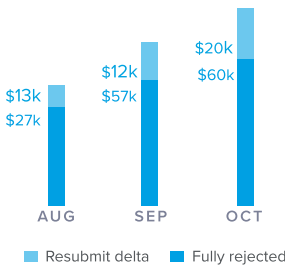

"AppZen is a great solution that when finely sharpened is very useful for auditing expense reports. Its great team of techs are ready to help when needed."

EXPENSE COORDINATOR,
GLOBAL PHARMACEUTICAL COMPANY

EXPERTCARE - DATA SHEET

REJECTED:
\$145,678 USD

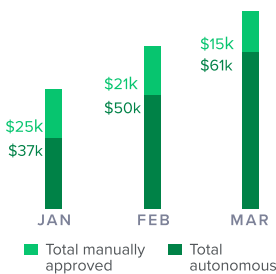
SAVED:
\$46,098 USD



Turbocharge your ROI

We'll help you implement best practices validated by 100s of CFOs & 1,000s of customers. Our team's deep understanding of finance and AppZen's underlying AI enables you to use exceptions to fine tune your configuration, use data analysis to increase autonomous rates and reduce false positives, or adjust model configuration based on industry best practices.

APPROVED INVOICES



Increase automation and productivity over time

Turn insights into actions and drive down spend and risk while increasing productivity and operational performance. With a deep understanding of our models, we look at multiple levels of details with you to make the configuration changes, so you can get the best balance of results and efficiency.

FINDING:

150 of the invoices require attention are from office cleaning suppliers

RECOMMENDATION:

Adjust PO requirement threshold can increase autonomous processing by 10%

Tailor recommendations to your needs

Customize and refine AppZen's AI products to your unique needs once you're up and running with a best practices driven baseline. Our experts help you with issue resolution and tuning recommendations to reach performance benchmarks, shatter expectations, and achieve company objectives.

Anticipate your needs proactively

Receive customized training based on your unique needs. AppZen proactively identifies new or underutilized features that can address your business needs, and provides the training to get you started.



ExpertCare Includes



Customer Success Manager

A dedicated customer success manager to provide subject matter expertise and ongoing training & support



Technical Account Manager

Provides incident and escalation management as well as serving as a designated technical contact that knows your account inside and out



Enhanced support

Global, 24x7 coverage & phone support for highest priority issues. Portal & email support priority SLAs



Proactive identification of needs

We identify new or underutilized features through business reviews and support cases to fill your process gaps



Pre-release customized training

Training for account administrators based on your priorities and use cases



On-site business reviews

Achieve company objectives with quarter over quarter comprehensive benchmark and model analysis