



Elior Group accelerates expense report processing with Medius Expense.

Phased rollout delivers instant wins
for employees and finance teams.

The company

Created from the merger of Elior and Derichebourg Multiservices, Elior Group is a global leader in contract catering and multiservices, offering expertise in cleaning, facilities maintenance, reception, hospitality, remote surveillance, and more. Present in 11 countries across Europe, North America and India, the group employs 133,000 people.

Elior Group sought an expense management solution to simplify and accelerate employee reimbursements, reduce the administrative burden on accounting teams, enhance data accuracy (especially for VAT amounts), and ensure every expense report is automatically routed to the right department.

Industry	Contract Catering & Multiservices (Catering, Hospitality, Facilities)
Integrations	SAP (ERP) + MDM (Mobile Device Management) and Windows SSO authentication
Expense reports / year	36,000
Entities covered	Contract Catering, Multiservices, Hospitality and Facilities Management
Solution	Medius Expense
Deployment	Phased deployment initiated in 2017

The challenges

A burdensome manual expense management process

Elior Group faced inefficiencies caused by a fully manual approach to expense management. Employees were required to submit monthly expense reports via email, accompanied by completed forms and numbered, legible receipts. This system created delays and placed unnecessary strain on both employees and accounting teams.

Key challenges:

- Expense reports sent to a generic email address, causing routing errors and confusion
- Inefficient manual verification, re-entry and corrections, particularly for VAT
- Unpredictable and extended reimbursement lead times
- Lack of centralized visibility into business expenses



The solution

A solution that is quick to deploy and easy to use

To alleviate inefficiencies and support the demands of a large, multi-entity organization, Elior Group adopted Medius Expense for its rapid deployment capabilities, intuitive usability, and robust functionality. The solution has been progressively rolled out since 2017 and is used by 2,500 employees every month, with access available to more than 16,000 staff—a number that continues to grow annually.

To further enhance efficiency and security, Medius Expense seamlessly integrates with SAP, streamlining accounting workflows and ensuring accurate financial processes. Employees benefit from a user-friendly experience with Single Sign-On (SSO), allowing them to securely access the system using their standard Windows credentials. SSO is also integrated with a Mobile Device Management (MDM) solution, guaranteeing that only authorized users can connect, reinforcing robust security measures and instilling confidence across the organization.

Intuitive mobile app

Snap photos of receipts for automated data extraction and accounting assignment.

Seamless login

SSO with Windows credentials—no extra accounts or passwords needed.

Automatic routing

Expense reports are automatically routed to managers for validation.

Anomaly detection

Managers are alerted to manual data changes, like VAT modifications.

SAP integration

Direct connection with SAP ERP enables faster, more accurate reimbursements.

The solution

Empowered teams with expert support

With personalized training led by a Medius consultant, the Elior Group HR team gained deep expertise in managing access, permissions, and system monitoring. Equipped with the knowledge to confidently configure and optimize the solution, they're now fully empowered to support employees in adopting Medius Expense. To ensure continuity and long-term value, the training was recorded and is used as part of onboarding for new team members.

Elior Group employees benefit from ongoing support, including a detailed user guide with VAT rules and process instructions, and hands-on assistance from the HR team whenever needed.



Implementing the solution has strengthened our support role towards both the accounting team and employees. While the application is very intuitive, our proximity to users remains essential for answering their questions and ensuring lasting adoption.

Hawa Sakho, HR Specialist at Elior Group

The results

Time savings & autonomy

Simplified submission, verification, and approval processes save time and reduce administrative burdens.

Fewer emails and paper documents for accounting teams, while HR teams are empowered to adjust settings and provide faster support.

Reduced processing times

Automated workflows and routing ensure faster expense processing and reimbursement, minimizing the workload for accounting departments.

Spontaneous adoption

Employees eagerly requested access to the solution before it was even rolled out in their entities.

Key figures

36,000 expense reports processed annually; 46,900 expected by September 2026.

2,500 active users per month.

3 fixed payment dates per month.

16,000 employees enrolled on the platform.

Average approval cycle of 2.55 days.

85.68% of expenses submitted via the mobile app.

The results

Accelerating expense processing for a more efficient organization

Elior Group's phased rollout of Medius Expense ensured a seamless implementation, allowing the HR team to refine settings and manage change entity by entity.

Accounting teams immediately benefitted from automated workflows that routed expense reports to the correct department, eliminating errors and reducing email and paperwork. Employees also experienced greater predictability with three fixed payment dates per month, streamlining reimbursements significantly.

Demand for the solution grew organically, with employees from yet-to-be-covered entities requesting early access, demonstrating the solution's positive impact and widespread appeal.



I was contacted by employees who were not yet part of the rollout but wanted to start using the tool. This shows that the solution addresses a real need and is perceived very positively.

Hawa Sakho, HR Specialist at Elior Group

What's **next?**

Expanding the reach of Medius

With processing times reduced, approval workflows streamlined, and accounting workloads significantly lightened, Medius Expense has set a new benchmark for organizational efficiency. The current approval cycle averages just 2.55 days, with exceptions reduced to a mere 0.1% of processed reports.

Building on this success, Elior Group plans to expand the solution across all business lines in France, aiming for a 30% increase in users by September 2026. At the same time, discussions are in progress to explore rolling out the solution in the UK, leveraging its multi-language capabilities to deliver the same benefits across borders.

Hawa Sakho's advice for other organizations:

Communicate early

Proactive communication about system access, especially SSO authentication, streamlines onboarding and reduces employee support queries.

Ensure data quality upfront

Preparing data—such as employee records, approval hierarchies, and reference frameworks—before go-live is critical to project success.

Adopt a phased rollout

A wave-by-wave rollout enables better user support and allows for continuous fine-tune of settings.

Engage stakeholders early

Identifying and engaging both business and accounting contacts from the start ensures proper project scoping and smoother change management.

About **Medius**

Medius links invoice capture, processing, and payment to replace the worry and wondering of managing AP with calm and confidence. Medius goes far beyond basic automation by using artificial intelligence to do most of the work – so invoices get confirmed, coded and paid; AP teams get to go home and rest easy; and businesses can trust their budgets and forecasts. Medius, on a mission to transform the spend management category using the power of automation and AI, has more than 4,000 customers across 116 countries and processes \$300 billion in annual spend through its system. Visit medius.com to learn more.



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