

Case study: Optimizing solutions with hands-on support

For eligible and qualifying customers. A mid-sized industrial coatings and equipment company was struggling with financial controls and visibility on Employee Cards. Following a period of expansion that further complicated their financial structure, they needed an advocate who could **provide tailored solutions** without introducing new risks.

Support from American Express Account Executives is only available to eligible American Express Corporate Program customers with annual spend of greater than \$1M. Other eligibility factors, such as account standing, may apply. Eligibility criteria are subject to change without notice.

HOW AMERICAN EXPRESS HELPED



Hands-on advocacy

The Account Executive built a consistent relationship with the customer by working closely with finance teams, attending multiple in-person meetings and proactively checking in at every stage. This hands-on approach helped build trust and ensured challenges were addressed quickly and collaboratively.



Tailored guidance

The Account Executive took time to understand the company's operational needs beyond their corporate Card program including liability structure, expense management and reporting. Through clear explanations and practical walkthroughs, the Account Executive helped develop a solution that improved visibility and spend control.



Ongoing support

With a strong foundation in place, the Account Executive helped identify new opportunities to expand value over time, introducing enhancements gradually and providing guidance across key areas of their corporate program as their business evolves.



41%

The company saw a **41% increase in overall spending volume** after implementing the American Express solution



18%

The Amex solution is helping **increase spending volume by 18%** year-over-year.

THE RESULT

With access to the right tools at the right time, the customer benefited from:



Improved reporting with digital receipt capture and expense management



Strong positioning to expand supplier payment strategies over time



Greater alignment between finance and accounting workflows



Clear data insights to help foster confident decision-making

THE POWERFUL BACKING OF AMERICAN EXPRESS

American Express helps businesses find their best solutions. We combine relationship-driven services with financial expertise to help our customers navigate complex challenges, build staying power and pursue growth with confidence.



“I’m here for you. If you have an escalation or need to know how something works, I have a network within American Express that can help support you. It’s not a chatbot, it’s an email or a phone call to Shireen.”

– Shireen R.
Account Executive, American Express

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