

Case study: Supporting future growth with trusted support

For eligible and qualifying customers. When a construction engineering firm expanded into large-scale projects, so did the complexity of managing expenses, supplier payments and financial workflows. The customer needed a dedicated advocate to help **modernize manual payment systems ahead of future expansion.**

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



Dedicated support

American Express worked closely with stakeholders to navigate technical challenges with the ERP transition and provided and provided continuity during a complex, multi-year process.



Enhanced control

Through a detailed needs analysis and evaluation of workflows across teams and systems, American Express helped identify opportunities to improve visibility into employee and supplier spend.



Scalable solutions

With foundational systems in place, American Express continues to identify incremental improvements to balance quick wins with long-term growth as the customer's needs evolve.

~\$12M

 annual Card spend (primarily T&E)

~\$100M

 in supplier payments currently managed outside of Card



THE RESULT

With trusted support timed to match the desired pace of change, the customer benefited from:



New workflows that allow for more consistent tracking and approval processes



Ongoing opportunities to centralize spend and reduce non-card payments



Reduced manual efforts across accounts payable



A strong foundation for future modernization when they are ready to scale

THE POWER OF COLLABORATION

American Express builds relationships with customers to understand their needs and build optimized, customized solutions that help them grow at their own pace.



“We are with you on your journey. We can only do that if we have a trusted relationship — if we understand your business and goals.”

– Scott S.
Account Executive, American Express

Interested in learning more?

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This use case is specific to this customer's individual experience. Other customer outcomes may differ based on their specific needs and how they use their American Express Corporate Program. Depending on the product and integration, terms and fees may apply, and additional customer resources may be required for implementation. This material contains information that is proprietary and confidential to American Express. It cannot be shared with third parties without American Express' written consent. AMERICAN EXPRESS PROPRIETARY & CONFIDENTIAL. DO NOT COPY. DO NOT DISTRIBUTE.

