



Coromandel automates travel & expense management **across 48 locations** with Zoho Expense

Headquarters: Telangana, India Industry: Chemical industry

Employees : 5,001-10,000



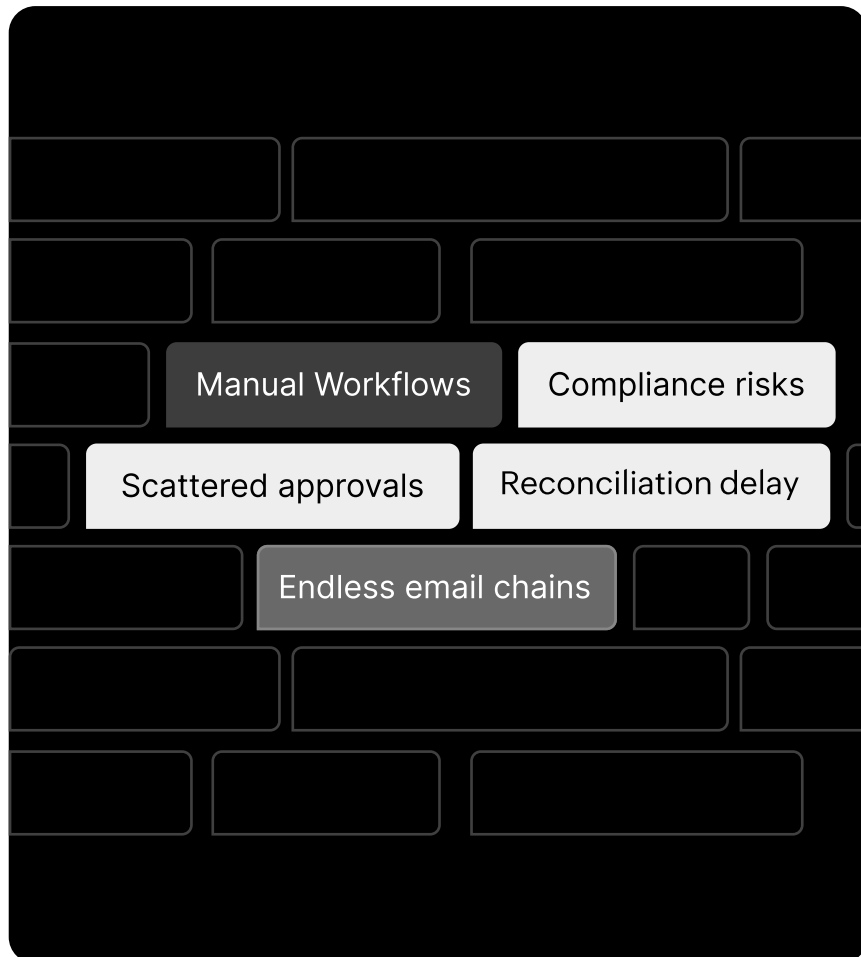
The company

Since 1906, Coromandel International Limited has been a leading force in India's agribusiness sector, dedicated to empowering farmers. By integrating innovation, manufacturing, and technology, Coromandel delivers high-quality agricultural solutions, including fertilizers, crop protection, and specialty nutrients. The company has also pioneered the rural retail model, operating a network of around 750 outlets across India.

With 11 business units, 137 branches, and 48 locations, Coromandel supports a vast farming community through its 5,000+ employees dedicated to transforming agriculture with modern, tech-driven solutions.



The challenges



With operations spread across 48 locations, managing business expenses at Coromandel had become a logistical nightmare. The finance team relied on an in-house system that depended heavily on manual workflows, leading to delays and compliance risks. It was difficult to track progress due to scattered approvals across endless email chains. The process was time-consuming, error-prone, and a source of frustration for everyone involved.

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Our team processed 60 reports per person each day, with approvals stuck in emails and reconciliation taking too long. The whole process took over a week, sometimes even longer if hard copies were delayed, before payments could be made. With 137 branches to manage, tracking everything was a real challenge.

Jothi Prakash

Deputy General Manager IT, Coromandel International Limited

The challenges



Employees often had to submit hard copy receipts, which meant expenses could not be validated until the paperwork reached the finance team.

Beyond these inefficiencies, there were bigger concerns. Coromandel lacked real-time visibility into spending. Employees had little clarity on budgets, policy adherence was inconsistent, and financial oversight was difficult. The reconciliation process added another layer of complexity: Since the system wasn't integrated with SAP, finance teams had to map the expenses to the right cost centers manually. This not only slowed down reimbursements but also created room for errors.

Hiring more finance team members to keep up with these challenges wasn't a long-term solution. Coromandel needed a system that could scale with its operations while maintaining policy controls and compliance without adding complexity or delays.

The solution

Seeing the inefficiencies firsthand, they sought a smart and scalable solution; **Coromandel switched from its manual, email-based process to a fully automated system with Zoho Expense.** The shift wasn't just about replacing a tool; it was about transforming the way they managed expenses across the company.

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Adopting Zoho Expense made it easier for us to automate complex workflows and streamline T&E across 48 locations. We worked closely with the Zoho team to configure the platform to meet our security and admin needs—without requiring heavy management on our end.



Jothi Prakash

Deputy General Manager IT, Coromandel
International Limited



Use case #1

3X

faster expense
approvals



Automating approvals for faster reimbursements

Previously, employees had to manually follow up with multiple stakeholders to get their expenses approved. If a leave or oversight by an approver occurred, it could delay reimbursements by weeks. With Zoho Expense, 30+ customized approval workflows are now automated, ensuring requests are routed to the right people instantly. No more bottlenecks—expenses get approved in just a couple of days instead of over a week.

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We process over 100 reports daily per person with full visibility and automation—it has made a huge difference.

Jothi Prakash

Deputy General Manager IT, Coromandel International Limited



Use case #2

100%

automated
reconciliation

Real-time reconciliation with SAP

The finance team had to manually crosscheck each expense report, match transactions to the correct cost centers, and ensure compliance with internal policies. This process often led to misclassified expenses, delays in month-end closing, and additional back-and-forth with employees to correct errors.

With Zoho Expense's API integration with four major templates in SAP ERP, approved expenses are now mapped to the right cost centers based on the company policies, ensuring accuracy from the start and without any manual intervention.

Use case #3

40+

locations streamlined
with automated
controls

Policy enforcement without manual intervention

Expense policies used to be a gray area at Coromandel, where employees often had no clue if their expenses were within the company limits until they got flagged after submission. This led to a lot of back-and-forth clarifications and, in many cases, rejected claims. Now, Zoho Expense enforces policies in real time by instantly flagging potential violations, whether an employee exceeds a category limit or submits duplicate expenses even before they submit their reports.

This allows them to correct issues proactively, reducing policy violations across Coromandel's 48 locations.

Additionally, user-level budgeting helps track individual spending against set limits, giving finance teams better visibility and control.

Use case #4

AI

powered OCR
receipt scanning



Mobile first experience and seamless HRMS integration

For Coromandel's employees who are always on the move, submitting expenses used to be a frustrating task. Take business travel, for example—employees had to save the paper receipts, manually report expenses, and chase finance teams for approvals. With Zoho Expense's mobile app, employees can now snap receipts and submit expenses instantly right from their phones, ensuring faster reimbursements.

Plus, all bookings made through the MyBiz are logged in as expenses in Zoho Expense, giving the users a clear overview of their travel plans and spending, while the **PeopleStrong HRMS integration** syncs employee data seamlessly, reducing the administrative workload.

Use case #5

50+

real-time
reports

Business Intelligence with advanced reporting capabilities

Coromandel now leverages 50+ tailored analytics reports and multiple dashboards to track spending trends, spot policy violations, and identify approval bottlenecks. This not only helps the finance team track and analyze expenses efficiently but also makes it easier for them to present real-time insights to senior managers and CFOs, ensuring informed decision making at every level.

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Expense management was a struggle before—delays, compliance issues, and endless paperwork. Zoho Expense turned it all around. Now, everything is automated, compliant, and effortless.

Jothi Prakash

Deputy General Manager IT, Coromandel International Limited



Go live in **3 months**



With the entire implementation taking place remotely during the pandemic, adaptability was key. Frequent virtual check-ins ensured the Coromandel's team was well supported through out the process, enabling them to embrace the change quickly. Beyond the technical setup, Zoho Expense provided essential resources including help documents and guidance through support interactions, helping their finance and IT team become self-sufficient and confident in using the new system.

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The Zoho Expense team approached our rollout in a well-structured and collaborative manner. Their in-depth workshops and phased deployment ensured that the system aligned with our operational needs and scaled smoothly across business entities

Jothi Prakash

Deputy General Manager IT, Coromandel International Limited





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The transition to Zoho Expense was smoother than we expected. Given the scale of our operations, we anticipated challenges, but the implementation process was well-structured, and our employees adapted quickly. In just 3-4 months, we moved from a completely manual process to a fully automated system that everyone was comfortable using.

Jothi Prakash

Deputy General Manager IT,
Coromandel International Limited

Benefits and ROI

3x

faster expense approvals

100+

expense reports processed per person daily

2x

faster enterprise
implementation

40+

locations covered with
real-time policy enforcement

The impact was immediate: What once took over a week of manual effort—chasing approvals, validating receipts, and reconciling expenses—was now streamlined to just two to three days. The finance teams no longer had to sift through emails or deal with lost receipts; everything was digitized, automated, and seamlessly integrated with SAP, ensuring fast, error-free reimbursements.

What used to be a manual, time-consuming process is now a fully automated, efficient system. Zoho Expense didn't just speed things up—it fundamentally changed the way Coromandel manages expenses, making the entire workflow smarter, faster, and future-ready.





The easiest travel and expense management software.

About us

Zoho Expense is an online business travel and employee expense reporting software, tailor-made for businesses to manage corporate travel, automate expense reports, streamline approvals, and make swift reimbursements.

Ready to see Zoho Expense in action?

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Capterra
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★★★★★ 4.8 / 5



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QuickBooks
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