



Expensify

Autosuggest dramatically improves data quality and user experience

The Client

Expensify powers expense reporting for thousands of companies and millions of users. Across all its clients, Expensify processes **billions** of dollars of expense spending every year. Customers include Snapchat, the Virgin Group, Yahoo, Uber and Atlassian.

The Challenge

Expensify users often had to manually correct misspelled vendor names, while data scientists and accounting partners encountered significant variation in vendor names that had to be addressed with exception rules in external systems.

The unpredictable data was a frequent source of frustration and cost for the Expensify data analysis team. More importantly, since manual interventions by users are associated with lower customer satisfaction, improving this area of the product was a major priority.

The Solution

To solve all these challenges, Expensify implemented Constructor.io's self-learning autosuggest within their expense entry tool and data pipeline.

After a couple hours of integration, users saw suggested vendors from the first character typed, which sped up receipt entry by eliminating user edits. Expensify also embedded Constructor.io's technology in its data pipeline to normalize all vendor data.

The final result of this partnership was happier users, better data and more efficient accounting teams.

Expensify Results

\$32 Billion

Expenses optimized per year

30-40%

Reduction in manual interventions

“ Our data analysis team jumped for joy after we rolled out Constructor.io because it changed the way we were able to look at our customer data, allowing us to discern more insights from it than we were historically able to.

After rolling out Constructor.io, user modifications of merchant names dropped by 30-40%, which is huge for us. Minimizing the number of times that users need to make corrections to our data improves our value to customers.

Constructor.io helps deliver on our promise of a seamless user experience for our customers from beginning to end.”

Matt McNamara, CTO
Expensify.com