

# How SWISS improved expense processing efficiency by 80% with Rydoo



**HQ**  
Zurich, Switzerland

**Founded**  
2002

**Industry**  
Aviation

**Employees**  
8,000

**Swiss International Air Lines (SWISS)** is Switzerland's largest airline, serving more than 12 million passengers annually through a network of over 100,000 flights. SWISS consistently ranks among the top European airlines in terms of quality and friendly service, as recognised by [Skytrax](#).

Pictured on the right are **Jasmin Zuercher**, Head of HR Operations and **Martin Weiss**, IT Project Leader.



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**Martin Weiss**  
IT Project Leader @ SWISS



## Challenge

- Report-based expense process
- Manual and centralised reviews
- Limited process visibility for employees

Before implementing Rydoo, SWISS relied on a manual, report-based expense process. Employees made work-related purchases, retained receipts, grouped them into reports, and sent them to the finance team for reconciliation and reimbursement.

Martin Weiss, IT Project Leader at SWISS, explained, *"Before Rydoo, our expense process wasn't very efficient. It was entirely manual, consuming a significant amount of time and effort. Employees had to send their receipts to their direct supervisors and had no visibility regarding when they would receive reimbursements. The process was particularly challenging for colleagues stationed abroad, who sometimes had to mail their receipts from their country of residence to Switzerland."*

## Solution

- Fully digital expensing
- Configurable controls
- Integration with SWISS' technology stack

For SWISS, maximising processing efficiency and ensuring full visibility for employees was a top priority. Rydoo's customisable policies allowed the SWISS team to configure spending controls, predefine approval workflows, and establish custom warnings to enhance policy adherence and simplify expense processing.

Martin Weiss added, "The ability to incorporate our expense policy and approval logic into Rydoo was incredibly beneficial. It enabled our finance team to prioritise expenses, automatically approve most transactions, and quickly identify and address purchases that might deviate from policy."

SWISS also leveraged Rydoo's integration capabilities and received personalised onboarding support, enabling them to seamlessly synchronise with their preferred HR, ERP, and accounting tools with minimal effort, allowing them to get value from the platform quickly.

Martin Weiss emphasised, "Ensuring seamless integration was crucial for us to avoid disruptions in our system architecture during implementation. The fact that Rydoo was already integrated with our ERP system made the implementation process straightforward. Rydoo's onboarding team worked closely with us to ensure that everything proceeded as planned."

## Impact

Since adopting Rydoo in 2017, SWISS completely overhauled its expense processes, resulting in an impressive 80% improvement in expense processing efficiency. Employees appreciate how effortlessly they can create, submit, and track their expenses, while the finance team has substantially reduced manual checks without compromising control and compliance.

*We found that we are now 80% more efficient in processing expenses. We estimate that Rydoo saves us approximately 530 working days each year compared to the analogue process. We allocate these hours to special projects and strategic initiatives."*



**Jasmin Zuercher**

Head of HR Operations @ SWISS

About  rydoo

[rydoo.com](https://rydoo.com) | [hello@rydoo.com](mailto:hello@rydoo.com)

Rydoo simplifies your expense management process to a few clicks and photos, with real-time approval flows and smart reporting. Make expensing easy for your employees & finance team. Next to eliminating today's expense reports, Rydoo also offers smart integrations for your business with your favourite ERPs, travel management solutions and more. Thousands of companies trust in Rydoo to speed up their expense process. Headquartered in Belgium, Rydoo has offices in Mechelen, Lisbon, Valencia, Paris, London, Manila, Warsaw, São Paulo, and one million customers across more than 130 countries.