

## CASE STUDY: A MAJOR PLAYER IN MANUFACTURING AND PEOPLE MOVER INDUSTRY

A global leader with over 9B Euro revenue and 57,000 employees globally is in the People Mover Industry. Headquartered in Europe with eight global R&D centers and seven global productions sites, as well as a worldwide network of authorized distributors.

In India, the client is and has over 5000 employees generating about 3% of its revenue. Being a services-driven enterprise, India-based employees travel extensively across the country and internationally.

### CHALLENGE

The client – the Indian subsidiary, uses manual, paper forms for the management, and reimbursement for business travel expenses. In-house implant managed all travel reservations. Per company policies, all travel needs pre-approval. Company issues cash-advances for travel which stayed unreconciled as employees wouldn't submit reports on time. The AP department processes about 5000 paper-based expense claims annually, and significantly more documents for cash advances and travel authorizations. Finance Department spends significant time in managing employee expenses.

The Company uses the SAP ERP system.

### PAIN POINTS

- Employee Dissatisfaction
- Delayed Travel approvals – resulting in high last-minute travel costs.
- Un-reconciled cash advances increasing month-over-month, causing irk of the auditors.
- No reporting capabilities to watch their travel spend.
- Manual keying of the expense data, resulting in employee overwork and payment delays.
- Too much paper to track and file for audit purposes.

## THE SOLUTION

The Company sought a web-based solution to automate their manual process. After an extensive evaluation of various products, the company selected the cloud-based ExpenseAnywhere solution integrated with the Click2Book online booking tool for automating their entire manual process.

ExpenseAnywhere implemented the fully integrated travel and expense management automation solution with client-specific data, policies, and workflow. The online self-booking tool integrated with the ExpenseAnywhere's pre-travel approval module provided the cost-comparison and quick approval on the total cost of travel; besides the considerable relief to the traveling population by booking their travel itinerary in accordance with the company policies.

The cash advances module built into the ExpenseAnywhere solution helped easy management of the approval, disbursement, and reconciliation of the advances. The automated bi-directional data feeds between the SAP ERP and ExpenseAnywhere solution helped maintain the two systems in sync with any data updates, eliminating manual data entry.

The client has been using the application for over three (3) years and recently renewed the contract for an additional 3-year term and is considering rolling ExpenseAnywhere to other South-East Asia operations. The client has benefiting tremendously from substantial control, audit tracking capabilities, and phenomenal Return on Investment.

### **The following are just a few benefits.**

1. The division achieved over 40% savings in travel costs through the implementation of travel policies, cost control, and efficiency gains.
2. Fully integrated travel and expense solution
3. Delighted users. Faster process. Easy to use and manage. Accessible using mobile apps for iPhone and Android.
4. Automated workflow conforming to policies and procedures, making the whole process nearly paperless.
5. Cash Advances are reconciled month-over-month with almost no un-reconciled charges at year-end.
6. Improved spend visibility.
7. Fully supported and serviced from Noida, India.