

# Vertex positively charged to integrate Travel and Expense with Concur

**“We wanted a single, self-serve, online travel booking tool”  
Martin Lonsdale, Strategy & Performance Manager, Vertex**

Vertex Data Science Ltd, a global leader in business process outsourcing (BPO) and customer management outsourcing (CMO), were existing users of Concur’s expense solution when they made the decision to deploy Travel with Expense and implement this integrated solution across their global enterprise.

## Adding Travel

After using Concur both in the UK (since 2008) and in their expanding North American operations (since 2009), Vertex wanted to further reduce T&E costs to their business, and realised that they could see the benefit of using Concur’s travel solution integrated with Expense to capitalise on the “economies of a single platform” with a self-service, online travel booking and expense tool.

Though they were benefitting from the process efficiencies of using Expense, business travel was an area of business expenses where Vertex were spending a large proportion of their costs, so keeping more control over this spend was always going to help their bottom line.

Their previous travel booking process had employees who booked travel through an internal Vertex travel team, whose role it was to validate travel against company policy and then book tickets and hotels through their travel management company. But in addition to this, they also had employees who would book their own travel, pay for it and then have it reimbursed through the expense system. Vertex found that these processes were giving them limited control over what business travel was being booked, what type and class of travel was booked, and not a great deal of insight into what was being spent with travel suppliers.

## Feeling the benefits of integration

Moving to Concur’s integrated travel and expense solution together with implementing a new global travel policy, has given Vertex a more complete picture into their travel bookings alongside their expense spend. This has given them the ability to eradicate ineffective policies, as well as help them have a positive impact on efficiency, productivity and profitability.

By importing data they have found that they are using data more efficiently;

- 49 per cent of expenditure on air travel,
- 38 per cent of hotel bookings,
- 19 per cent, on average, of all data is now prepopulated into expense claims.

**“The introduction of Travel to complement our existing Expense product has introduced a number of productivity tools that have drastically reduced the effort required to create, submit and approve expense claims” Martin Lonsdale, Vertex**

**Company:** Vertex Data Science Ltd

**Solutions:** Concur with Travel, Expense, Expense Report Auditing, Expense Pay, Service Administration, User Support Desk and Managed Reporting

**Industry:** Business Process Outsourcing (BPO) & Customer Management Outsourcing (CMO)

**TMC:** Carlson Wagonlit

**Corporate Card Provider:** American Express

**Users:** 1600 users globally

**Employees:** 15,000 globally

## The Benefits

Concur gives Vertex the following benefits:

- A more efficient travel and expense process
- A more efficient way to handle receipts
- An integrated global travel policy
- Trip data prepopulated into expense claim
- Corporate card data prepopulated into claim
- A common intuitive interface
- A mobile solution to do expenses on the go
- A fully scalable solution for the whole global enterprise

Since implementing Concur, Vertex have been able to:

- Reduce headcount
- Negotiate with preferred suppliers
- Make savings on booking fees with their TMC
- Make employees accountable for their spend
- Introduce weekly BACS payments making expense reimbursement independent of payroll

## Facts and Figures

Vertex processes 1600 expense claims a year, with a total expenditure of £6.4m. Their spend on travel for 2010/11 was around £4.2m

Vertex employees are not only saving time from not having to input this data, more importantly, Vertex are able to benefit from more accurate and complete data.

Added to this Vertex have designed and implemented a new process for submitting receipts, a new auditing process and weekly BACS payments to reimburse employees independent of payroll.

Since implementing Travel, Vertex have started to see where they are making savings, including:

- Reducing the average cost of flights by 15 per cent
- Reducing the price of hotel stays by 28 per cent.

With better data and better process Vertex believe that the project costs will be recouped in just 25 months.

“Tangible operational savings have been delivered by this project”, commented Martin Lonsdale.

In summary, Concur has given Vertex:

- Increased visibility
- A better quality of data
- A more efficient process
- A better procurement process
- Improved preferred supplier enforcement
- Increased personal accountability

**“We reviewed available IT platforms and selected Concur based on our existing good relationship, the benefits of an integrated solution, the functionality of the tool and the overall cost effectiveness”**  
Martin Lonsdale, Vertex

## The Implementation

Vertex deployed Concur Travel as an extension of the existing implementation of Expense, merging two instances of Expense into one. Vertex also use Concur’s mobile app for submitting expenses.

## Extended Services

Vertex uses Concur’s Audit to help take control and verify expenses, ensuring compliance with their travel and expense policy. They use Pay in North America and BACS within the UK to automatically pay expenses, a role that they have taken away from payroll. They also use Managed Reporting, End User Support and Service Administration.

**“The need to control travel spend initiated a project that selected Concur as the natural choice to add self-serve travel booking alongside our expense tool.”** Martin Lonsdale, Vertex

## About Concur

Concur is a leading provider of integrated travel and expense management solutions. Concur’s adaptable Web-based and mobile solutions help companies and their employees control costs and save time.

Learn more at [www.concur.co.uk](http://www.concur.co.uk)

