

Cable & Wireless Deploys Concur Expense For Maximum ROI

Company: Cable & Wireless
 Implementation: Concur Expense
 Industry: Telecommunications
 Company size: 12,000 employees



CABLE & WIRELESS

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As a leading global supplier of data and Internet solutions, Cable & Wireless was determined to identify and concentrate on operational areas that could be streamlined. It gave top priority to Web-based business processes that could increase the productivity of its own workforce, reduce costs, and provide valuable data that would deliver maximum ROI. T&E expense management was the first area that was given the green light for improvement.

Prior to meeting Concur, Cable & Wireless' old expense reporting process comprised a number of traditional paper-based systems requiring employees to manually prepare expense reports, attach receipts, and then obtain approval from the appropriate manager. The expense reports would then be submitted to the accounting department for processing with employees having to regularly wait three to four weeks to get their money back.

A solution that would allow Cable & Wireless to manage and control its T&E expenses was needed, and as a multi-national company, Cable & Wireless particularly required technology that would complement its global business model and cater to its complex worldwide requirements. **Concur® Expense** fitted the bill.

Fiona Croft, director of UK shared services group, Cable & Wireless, said: “As an internationally based global services company, we have complex requirements that differ from purely UK-based companies. We reviewed many different services and vendors. We chose Concur because of their proven ability to deploy their applications in large multi-national companies and because Concur Expense includes the international features needed to manage our T&E requirements globally. The fact that deployment was promised within 90 days was an attractive prospect, as it would mean minimal disruption. In actual fact, Concur delivered the solution, on both sides of the Atlantic, within 50 days!” The company's workforce embraced the system and what was once considered a tedious chore is now a straightforward no-nonsense process. “Our employees were delighted with the new system which now reimburses expenses directly into their bank account within four days,” Croft commented.

HIGHLIGHTS

THE PROBLEM

- Previous process infringed on employees' time and productivity and provided inaccurate claims
- Mis-keyed information forced accounting staff to check and verify hundreds of reports per month
- Limited visibility of consolidated spend
- Difficulties in identification of potential value added tax (VAT) re-claim.

THE SOLUTION

- Standardized system to meet the needs of both UK and American employees
- Worldwide, fully automated T&E expense management process for 11,000 employees.
- Pre-population of expense data from employees American Express corporate cards
- Streamlined process for re-claiming VAT on international expenses.

THE BENEFITS

- Over 60% reduction in expense claim processing times.
- Reduced staff required for processing expense reports from twelve to five
- Employees are reimbursed in days rather than weeks
- Improved VAT recovery
- Numerous reports provided vital spend information, resulting in significant reductions in travel costs

The pre-population of expense data from an employee's corporate American Express card added a further dimension to the Concur solution, meaning employees only have to enter out-of-pocket expenses, which have not been paid for via their corporate card. In essence, this has allowed Cable & Wireless to leave the management, compliance, and control of its corporate travel spend to Concur, which maximises their return on investment and creates an unsurpassed and e-friendly environment for employees to complete their expense claims. Croft added: "Concur Expense has already brought us considerable bottom-line benefits, including creating better business practices and increased operational efficiencies. With Concur Expense we can spot changing trends in our spending patterns quickly, and with the detailed T&E spending data we now have at our fingertips, we are able to go back to strategic vendors and negotiate further discounts."

The Concur system comprises the functionality to enter country-by-country financial rules, and flags up areas that are exempt from VAT or ripe for reclaiming.

Time management and productivity is another area where Concur Expense has had an impact. The system has reduced expense processing times by 63 percent, from an average of seven days to two and a quarter days, which has freed up members of its accounts departments to concentrate on core activities. It also means that business travellers spend far less time on the completion of expense reports.

For back office staff, life has become much easier since the introduction of Concur Expense. Howard Barclay, who manages Cable & Wireless' expense process, says: "When we used a paper-based system, my department was constantly inundated with calls from employees enquiring about their expenses; now we barely get any. It's better for employees as reimbursement times are very quick, and they no longer need to chase repayment. It means that we have ruled out the need for cash advances. The system never makes mathematical errors and we have eliminated cost centre and General Ledger posting errors. What's more, we now have access to a huge amount of information that can easily be extracted into various types of reports. We can even run one for bicycle mileage!"

Fiona Croft concludes: "Our expense reporting process has revolutionised the Corporate Expense Management culture in Cable & Wireless. The system has reduced company costs, increased productivity, and has delivered results to our bottom-line."

ABOUT CONCUR

Concur is the world's leading provider of on-demand Employee Spend Management services. Concur enables organizations to globally control costs by automating the processes they use to manage employee spending. Concur's end-to-end solutions seamlessly unite online travel booking with automated expense reporting, streamline meeting management and optimize the process of managing vendor payments, employee check requests and direct reimbursements. Organizations of all sizes trust Concur to help them control spend before it occurs while eliminating paper and optimizing supplier relations. Concur's unified approach to managing employee spend delivers a 360 degree view into all employee expenses, helping companies globally enforce policies and monitor vendor compliance, while delivering unprecedented control and valuable insight. Concur's suite of on-demand services reach millions of employees across thousands of organizations around the world - streamlining business processes, reducing operating costs, improving internal controls and providing enhanced visibility and actionable expense analysis. More information about Concur is available at www.concur.com.

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