

Concur Delivers Exceptional ROI for Global Logistics Leader, Deutsche Post DHL

Company: Deutsche Post DHL
Implementation: Concur Premier with travel, expense, mobile and Business Intelligence
Industry: Logistics
Company Size: 22,000 employees in North America

As the world's largest logistics specialist—and the seventh largest employer in the world—DHL has made a business of tracking the details. With over 500,000 employees working across more than 1,000 business units in 221 countries, DHL must support its travelers with fast and convenient travel and expense solutions of unquestionable reliance and accuracy. DHL also supports its massive back-office operations with exceptional efficiency and transparency. Implemented in business units in the U.S., Mexico and Canada (responsible for worldwide travel), Concur has resulted in significant savings and unprecedented visibility into spend.

Automating the expense management process has been “absolutely fantastic,” says Michelle Hunt, Regional Category Manager. DHL has succeeded in reducing full time employee's that previously reviewed, audited and processed manual expense reports; eliminating the need for off-site storage and the fees associated with mailing, faxing, and storing receipts and reports; and reducing late payments on one of its corporate card programs to nearly zero.

“We want employees to be successful in the jobs they were hired to do, not spend time on ‘come to work tasks’,” says Hunt. “Our travelers love the convenience of the automated process, and the company benefits from enormous efficiencies and the visibility that allows us to make strategic decisions about where to focus resources.”

Integrating travel booking, the corporate card and expense reporting—combined with sophisticated mobile capabilities—boosted employee adoption of the booking tool by more than 80 percent within one month of implementation. Mobile report approval keeps the whole system on track, and Concur's Business Intelligence solution supports DHL's razor-sharp focus on targeted resource allocation.

- Corporate card **late fees** have been **reduced to nearly zero**.
- **ROI from optimizing corporate card incentives** has virtually **offset the fees** associated with implementation of the solution.
- Implementing Concur's travel functionality **increased adoption of the company's travel booking tool** from **13 percent to more than 90 percent** in the first month.
- Automated **mobile expense report approval** has proven to be an **exceptional management tool**. Managers can approve reports any time from any where in the world.

“We couldn't be happier,” says Hunt. “There's absolutely no doubt about rapid and measurable ROI. With incentives and savings from corporate card optimization alone, the Concur solution practically pays for itself. How could you not do this?”