

NEC Europe Standardised, Simplified and Automated its travel and expense process with Concur

When NEC Europe were looking to replace their complicated, process heavy travel and expense management system, they found with Concur that they could not only improve their entire travel and expense process from start to finish, but they could also save money, seeing a return on their investment in just six months.

Concur was able to offer NEC Europe the latest in innovative travel and expense management solutions, giving them the benefits of a Web-based, automated and fully integrated solution that was quick and easy to implement, and that would incorporate their travel and expense policy.

The Challenge

NEC Europe found that their travel and expense processing was a high volume, repetitive, non value-added activity that needed to be addressed across the organisation within Europe.

Their incumbent process presented them with the following challenges:

- An over-extended processing time
- Claim approval was a manual process
- Too many touches before claims could be finally authorised
- Travel and expense policies were not established centrally so each company and country had its own process
- VAT reclaim was often a difficult and costly process
- There was no way to assess whether preferred suppliers were adhering to rates and no way to communicate the preferred suppliers to employees

The Solution

Concur was selected because it was able to offer NEC Europe a solution that would help them solve all of their challenges.

Concur was able to reduce the time to process a claim, it was able to reduce the number of times the expense report needed to be “touched” before approval could happen, but critically it allowed NEC Europe to standardise their expense claim process:

“We have gone from 13 different claim forms to 1 standardised methodology and process” John Dickens – Shared Service Centre Manager NEC EUROPE Ltd

“VAT reclaim was often difficult and costly for many countries because of the manual process, but an increase in visibility has given us a reclaim capability of £5000 per year”

Company: NEC Europe Ltd

Implementation: Travel and Expense

Industry: IT & Telecommunications Services & Solutions

Company size: 800 employees across Europe

NEC Europe were able to reduce their three previous separate processes;

- Pre-trip authorisation
- Travel booking
- Expense claiming

And have just:

- One integrated and automated system that supports all three

The Benefits

- A unified system that manages their travel and expense policy rules across the whole organisation
- A reduction in the number of payment runs
- The ability to have access to the system 24/7 and 365 days a year

The Savings

Overall NEC Europe has benefitted from an annual saving of £99,218 for the first year after having seen a return on the original investment (project implementation cost) and the first year’s running costs.

By implementing and enforcing a consistent travel policy NEC Europe has been able to save £75,000 a year.

By implementing and enforcing a preferred supplier list they have also been able to save £50,000.

NEC Europe look to be able to carry these cost savings forward over subsequent years with annual savings of £138,228.00, after the yearly running costs have been taken out, which equates to a 5.5% saving year on year.