

Travel & Expenses as-a-Stack



BPO as a Stack:

Increase Agility, Accelerate Growth

Travel & Expenses



Loose oversight and inadequate controls over T&E spending can prevent a CFO from knowing precisely whether value is being realized from T&E spending or not”

CFO Publishing LLC

Gaining Control and Unlocking Value in T&E Spending,
Schmidt & Owens, June 2015

Travel and Expenses (T&E) expenses are burdensome. For some businesses, T&E costs are the second largest controllable expense next to payroll.

The pressure to curtail and control T&E costs can emanate from many corners of the business:

- CFOs aim to boost profitability by reducing T&E costs
- Corporate Responsibility Officers target travel to reduce carbon emissions
- Governance and Risk Management leaders need to ensure that T&E is not being abused

A business may also be faced with general end-user dissatisfaction with the T&E processes and reimbursement timescales.

Addressing these challenges is hindered by a lack of clarity and insight around T&E costs.

Real business value delivered rapidly

What if there was a solution that gave your business a better way to manage the complexity of the end-to-end T&E process?

Delivering rapid value to your business, T&E-as-a-Stack promises:



Improved profitability – with clear visibility of your process and expenditure, you can take immediate action to improve and automate your process flow, reducing your T&E processing cost by up to 35% and reducing your T&E spend by at least 5%.



Brand protection – you can protect your brand by limiting the possibility of fraud and policy abuse through enforced compliance and deep insights.



Employee satisfaction – you can reduce the number of disgruntled employees through an easier and more transparent reimbursement process.



Rapid results – your business can reap the benefits of immediate results, as our as-a-stack delivery model enables services to be deployed quickly.

Services delivered “as a stack”

Our T&E services are delivered “as-a-stack” – an assemble-to-order approach comprising an integrated mix of layers including services, processes, applications and infrastructure that deliver business benefits from day one. The “as-a-stack” approach enables your business to benefit from the breadth of our experience across our outsourcing organization. This means you can avoid the hassle of sourcing infrastructure, applications and business process services from separate service providers, and, instead, buy a fully packaged business process as a service.

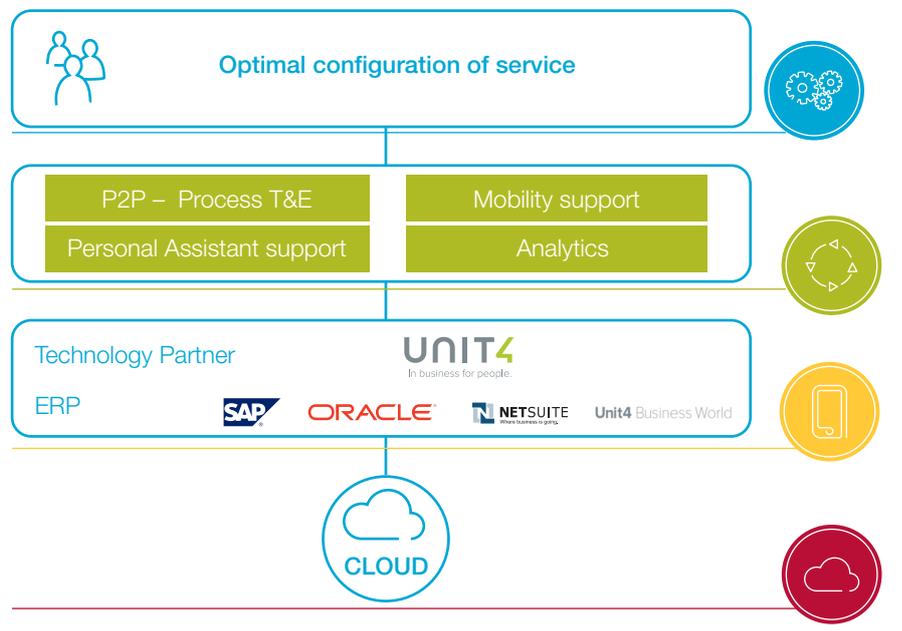
Working with best-in-class technology partners such as Unit4, “T&E as a Stack” levers our experience to ensure you get a tailor-made, seamless, cost effective and intuitive T&E process from design to implementation and management.



Companies that do not support real-time and consolidated T&E reporting miss a series of opportunities to optimize these costs, which have a significant impact on their bottom line”

Forrester Research Inc.

The Power Of Real-Time Insight,
May 2014





In my experience, companies that have a well-managed T&E function are, by extension, well-managed companies. Effective T&E control says a lot about how a business addresses risk, compliance, cost control, employee satisfaction and environmental sustainability”

Andrzej Hutniczak

Senior Vice President and Head of Product and Deal Structuring, Capgemini

How we do it

Delivered in close collaboration with you from the start of our engagement, your business will see immediate results from an end-to-end solution that covers the design, build and run phases.

We begin with an assessment of your T&E policies and process. This assessment drives a transformation plan built on our extensive Business Impact Analysis (BIA) experience, which ensures a fully integrated and tested T&E platform based on a proven Target Operating Model.

Furthermore, you can rest assured that our strong project management experience ensures that all involved parties are aligned and working together to implement the T&E platform and to mitigate potential risks as the work proceeds.

Once implemented, you benefit from a managed service that delivers all aspects of a service from claims processing and policy changes through to document storage and archive – and we constantly analyze your T&E data to provide you with the data and insights to support your business decisions.

You can also choose from various value-adding services to further enhance the end-user experience and improve your T&E process. These include:

- Mobility Services to improve travel safety and address immigration, tax related and group reporting requirements
- Light travel-desk support to provide guidance on the use of T&E tools to the end-user
- Personal Assistant support to give your senior management time to focus on the value-adding aspects of their roles
- Additional analytics functionality to aid contract negotiations with your key suppliers

	Master Data Maintenance	Travel Management	Travel expense claim processing	VAT reclaim	Archiving	Analysis
Capgemini	<p>Build: Design the Integration of T&E tool modules with the client's systems</p> <p>Run: Maintain Master Data in T&E tool, Maintain integration points</p>	<p>Build: Change management and training</p> <p>Run: Traveldesk, Mobility Team, Personal Assistant Service</p>	<p>Build: Change management and training</p> <p>Run: Process and audit claims</p>	<p>Build: Assess the need for the process country by country</p>	<p>Build: Change management and training</p> <p>Run: N/A</p>	<p>Run: On project basis – analyse data from T&E tools, propose improvements</p>
Client	<p>Build: Data Cleanse</p> <p>Run: Support solving integration errors (e.g.closed projects)</p>	<p>Build: Pick Credit Card company, Global Distribution System and OBt if needed</p> <p>Run: Book and approve travel, Communicate changes in travel policy</p>	<p>Run: Prepare and approve claims</p>	<p>Run: Submit VAT Claims</p>	<p>Build: Determine rules for physical document retention</p> <p>Run: Assure space for hardcopies storage</p>	<p>Build: Determine reporting needed</p> <p>Run: Help in execution of proposed improvements</p>
Unit4 T&E	<p>Build: Set up employee data in Unit4 systems</p>	N/A	<p>Build: Implement Unit4 Expense Tool</p> <p>Run: User Support, Admin Services</p>	<p>Build: Introduce single partner responsible for VAT reclaim</p> <p>Run: Verify the invoice correctness, VAT Reclaim</p>	<p>Run: Storage of employee scanned forms and other information in the tools</p>	<p>Build: Unit4 Intelligence Reports</p> <p>Run: User support, Admin Services</p>

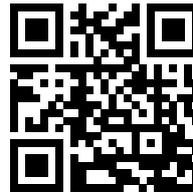
Why Capgemini?

Capgemini's "T&E as a Stack" solution gives you:

- A better way to manage the complexity of the end-to-end T&E process
- An easier and more cost-effective way to create new T&E processes
- Additional staff resources through standardization and automation
- Control and insight to drive cost reduction
- Best in breed technology and Capgemini expertise to help you realize your objectives

For more details contact:

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Scan here to find out more about
Capgemini's BPaaS Services



About Capgemini

Now with 180,000 people in over 40 countries, Capgemini is one of the world's foremost providers of consulting, technology and outsourcing services. The Group reported 2014 global revenues of EUR 10.573 billion. Together with its clients, Capgemini creates and delivers business, technology and digital solutions that fit their needs, enabling them to achieve innovation and competitiveness. A deeply multicultural organization, Capgemini has developed its own way of working, the Collaborative Business Experience™, and draws on Rightshore®, its worldwide delivery model.

Learn more about us at
www.capgemini.com