

Fujitsu's Partnership with MobileXpense: Reducing Costs and Increasing Engagement

The Fujitsu Microelectronics T&E Challenge

Fujitsu Microelectronics Europe ("FME") employs around 150 sales professionals and engineers, all of whom travel – **often internationally** - in support of the company's customers. Over time, a set of manual booking, approval, claim, authorisation and accounting processes had developed which were poorly integrated, highly labour-intensive and exposed FME to inconsistency and error. A decision was taken to explore options for reducing both cost and complexity by streamlining the T&E workflow.

"The entire travel booking and approval process was paper-based, there were no standard templates, and checking and accounting processes were long-winded"

Some very **specific challenges** were clear both to Andreas Resch, FME's Manager Administration & Purchasing and Ilka Hassdenteufel, FME's Manager Accounting. Those challenges were:

- *eradicate complexity where possible*
- *generate concrete cost savings*
- *provide a multi-currency, multi-language solution with local tax compliance*
- *automate booking, approval, reconciliation and accounting*
- *reduce exposure to VAT, exchange rate and daily allowance inaccuracy and error*
- *simplify accounting and reporting procedures*
- *find a quickly and easily implementable solution*
- *present a solid business case, with fast payback*

The Options for Change

FME carefully considered a number of potential solutions to the problems they faced, evaluating potential partners thoroughly against the above criteria. Further Travel Management tools on the market were an option looked at very closely, but FME prioritised a low-maintenance application which required **neither the purchase nor installation, nor maintenance and update of additional software**.

Given the international aspects of FME's European operations, MobileXpense's ability to support its business in **multiple languages and multiple currencies**, and to offer VAT compliance across borders, was a key benefit.

Similarly important in choosing a partner would be the ability for an integrated service to be embedded within FME's own single sign-on travel "portal" and to appear to employees in Fujitsu look and feel. All this without major development cost, and with a maximum implementation period targeted at just 6-12 weeks.

"Only minimal IT resource was needed to develop the SAP interface, the single sign-on and the process for data updates...implementation time was very short and go-live very quick"

Making a Difference - Quickly

FME were keen to ensure that they measured the key benefits of the system from go-live. Its calculations had shown that the administrative cost of a business trip made using its old, manual processes had been €253. Simply through automation of the process, integration of its different elements and the outsourcing of the platform to an expert third party, FME was able to reduce this to just €143, **an immediate saving of fully 43%**.

Looking forward, FME are certain that further savings will be captured. These savings will be generated from:

- more complete and efficient financial checks
- significant increases in policy compliance and VAT reclaim effectiveness
- more accurate VAT and foreign exchange accounting
- more effective use of specially negotiated supplier rates (hotels, airlines etc)
- powerful MI as a tool for improved procurement

What is more, as well as reducing its costs so quickly, FME became aware straight away of another important benefit: happier employees. With their tasks made so much quicker and simpler, and with booking, authorization, claim and reimbursement of travel expenses all happening without effort and hassle, employee feedback on the new system was extremely positive:

“Most of the employees feel that the system is a major improvement”

An Award-winning Innovation – FME Gets the Recognition it Deserves in 2009

At London’s **European Travel Buyer Awards**, Andreas Resch and Fujitsu Microelectronics Europe won deserved recognition for their innovative and impactful work by scooping the annual **Best Use of Technology in a Travel Programme** award. A fiercely contested award which “*challenged the judges due to the high quality and diversity of the entries*”, this was the judges’ citation on electing Andreas and FME winners:

“The winner succeeded in ticking all the right boxes. He successfully implemented a system which delivers its aims efficiently and supports the travel process in an optimized way by using the right tools. In addition to this, the success was sustainable and Andreas communicated the benefits of the tool to the company in an effective way”.

MobileXpense is proud to have supported its partner FME in such an effective implementation, and to have helped it deliver such a comprehensive set of business and employee benefits so quickly

For more information about how we could help your business **reduce costs and increase employee engagement**, with a system that is **easy to install, easy to operate and easy to use**, please visit us at www.mobilexpense.com or give our team a call on xx xxxx xxxxx.

“I would recommend MobileXpense as a solution for other organizations – especially those which operate on a European-wide or global basis...”

Andreas Resch, Fujitsu Microelectronics, 2009