

Tracking and Managing T&E Expenses Globally

After losing \$2 million per year on professional development products, a not-for-profit company needed to find a way to expand reach while reducing costs, and to create a new product valued in the marketplace.

Challenge

Travel and entertainment expenditures had exceeded \$500 million globally for one of the largest pharmaceutical companies in the world. Because of its size and international footprint, multiple expense policies and practices were in use across different regions and even within the same country. This lack of a standardized system was yielding incomplete and inaccurate expense reporting.

The organization needed to:

- Improve expense reporting processes throughout the company.
- Implement an automated T&E expense system in business units across the US, Latin America, and Europe.

Collaborative Approach

Acquis:

- Developed comprehensive requirements for a new process and system.
- Performed analysis to determine the gap between the existing situation and the desired state of operations.
- Acquired a deep understanding of both the existing infrastructure, and local regulations and policies to recommend improvements flexible enough to accommodate the needs of each business unit.

Drive Change

Acquis fundamentally changed the organization's process on a global scale, eliminating duplicate work previously conducted at multiple locations, eliminating cash advances from the cashier's office (thereby removing a manual process and its additional labor costs), and automating audit processes to reduce data entry errors by 75%.

Overall we:

- **Delivered an 80% decrease in manual audits** by automating audit rules for non-compliant expenses.
- **Reduced cycle time by 30%** for expense report creation and submission.
- **Reduced overall process cycle time** for a range of functions from back-office to corporate card transactions.

After the success of the initial pilot and rollout, we performed upgrades, integrated an acquired company's systems, and rolled out the system in 15 additional countries.

About Acquis

Acquis is a consulting firm specializing in strategy and implementation. We help ambitious organizations solve business challenges that enable sustainable growth and healthy efficiency. We do this by not just designing strategies but also putting them to work.

Key Contact:

Debra Moss – Managing Director
dmoss@acquisconsulting.com
office: 212.609.2757