

# NBTA

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eBuilder.

# HOGG ROBINSON GROUP

An Evolving & Growing business

**70 years**  
corporate  
travel  
expertise

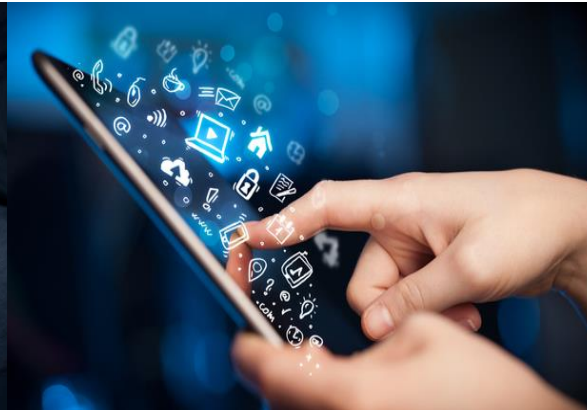
Global  
presence  
**in 120+**  
countries

**\$16 billion**  
sales  
turnover  
globally

**14,000**  
staff  
worldwide



# eBuilder at a glance



**IN THE AGE OF THE CUSTOMER**

**eBUILDER CREATES BETTER ONLINE SELF-SERVICE**

**THAT IMPROVES CUSTOMER SERVICE PRODUCTIVITY**

FOUNDED 2007      EMPLOYEES 200

OFFICES STOCKHOLM & COLOMBO

OWNERS PRIVATE, INSTITUTIONS & EMPLOYEES

FINANCIALS 10- year CAGR of ~20%

**CUSTOMER CARE • TRAVEL AND EXPENSE • PROCUREMENT**

### NOTABLE CUSTOMERS

**Telia**

**DHL**

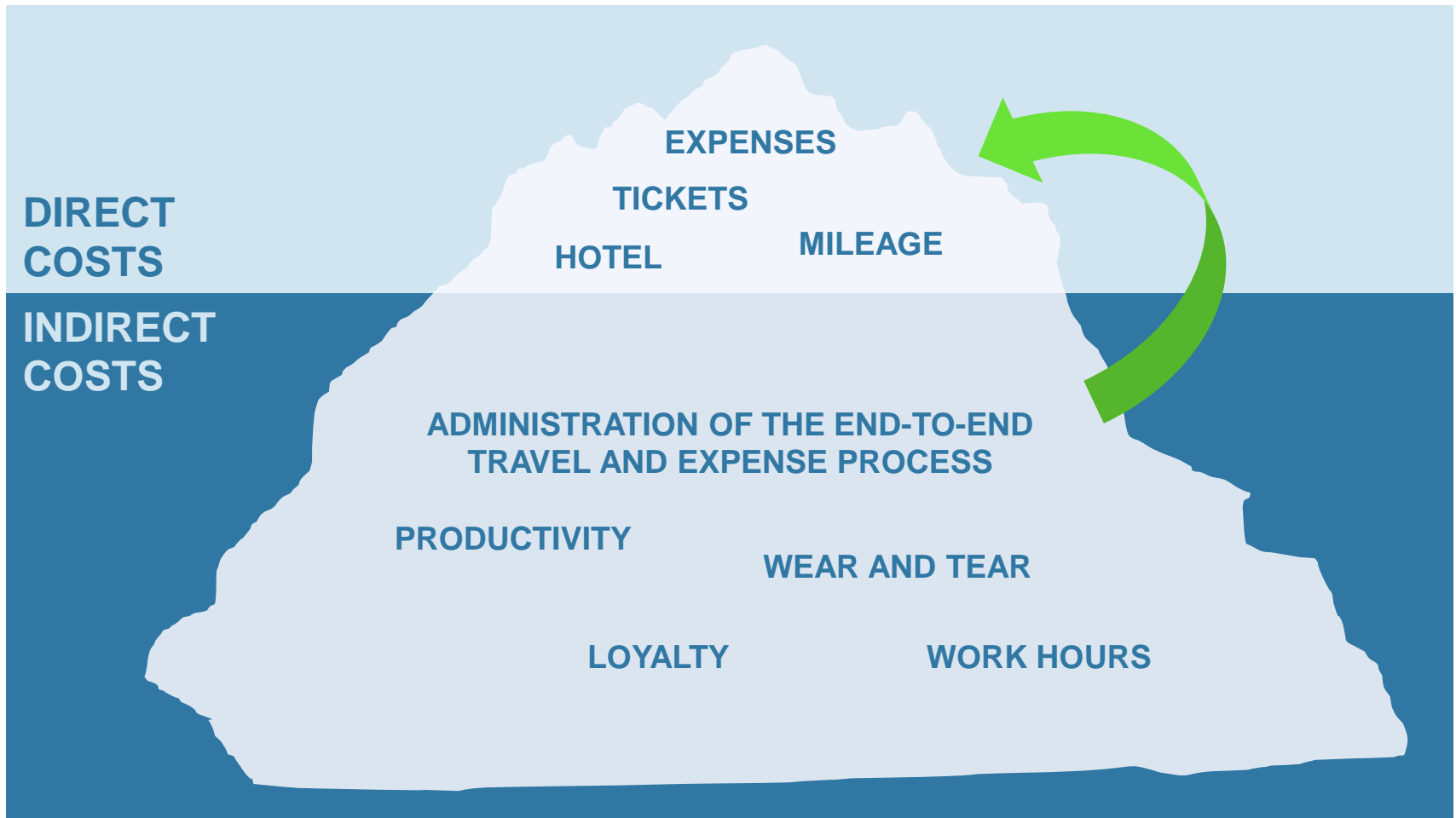
**SONY**  
make.believe

**SCANIA**

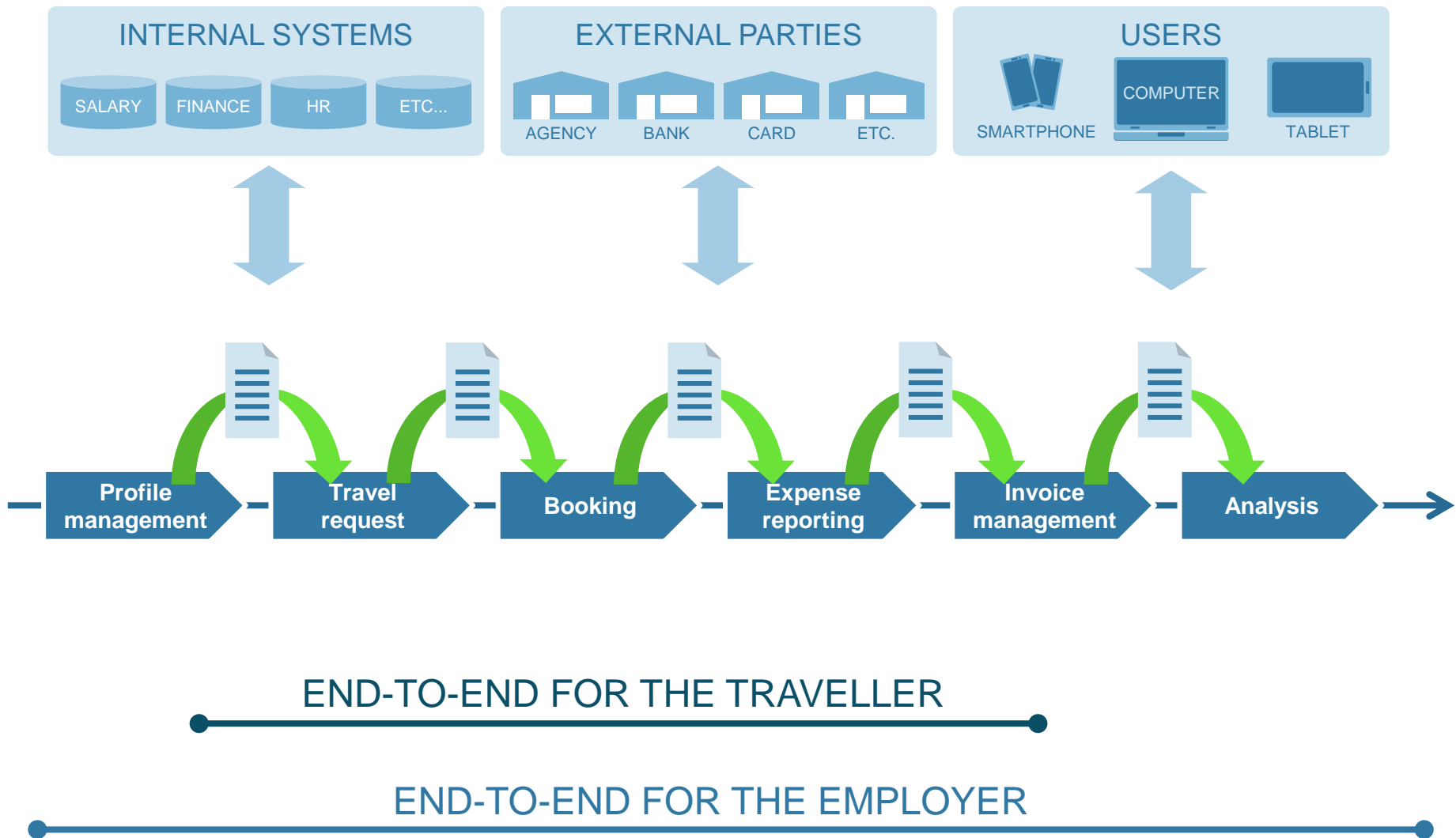
**Microsoft**

**SVERIGES RIKSDAG**

# Total cost of travel



# The integrated Travel & Expense process



# Survey background

- Two assumptions to be tested
  1. The hidden costs of administration are larger than you might think
  2. A very efficient way to cut these costs is by implementing a well integrated IT solution
- Sixteen integration related parameters identified
- Survey conducted by interviewing teams at large companies and public sector organisations
- The perceived cost efficiency was graded on a scale from 1 to 5 per parameter

# Survey results summary

*The benefits of an integrated solution*

## PROFLE MANAGEMENT

1	Shared and correct data drives quality	HIGH
2	Centralized profile management offers flexibility	HIGH
3	Shared data provides control and governance	HIGH
4	Shared data enables improved followup	AVERAGE

## TRAVEL REQUEST AND BOOKING

5	Internal workflow provides control	HIGH
6	Prepared travel order saves time	HIGH
7	Prepared expense report saves time	HIGH
8	Portal provides control	HIGH

## EXPENSE REPORTING

9	Accessible card transactions saves time	HIGH
10	Digital receipts saves time	HIGH
11	Direct bank payments drive efficiency	AVERAGE

## INVOICE MANAGEMENT

12	Electronic archiving saves time	HIGH
13	Delegation improves quality	HIGH
14	Automated reconciliation saves time	HIGH
15	Automated reconciliation avoids errors	HIGH

## FOLLOWUP

16	Data for the whole trip provides control and governance	HIGH
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# Potential savings

Case studies show that an integrated end-to-end solution can save up to 75% of administration costs and reduce direct travel costs about 15%.



## Example

### PUBLIC SECTOR

- 2500 employees
- BEFORE: 16 travel administrators
- AFTER: 3 travel administrators

## Example

### PRIVATE SECTOR

- 12000 employees
- BEFORE: 10 msek/year in travel and expense administration costs.
- AFTER: 3 msek/year in travel and expense administration costs.

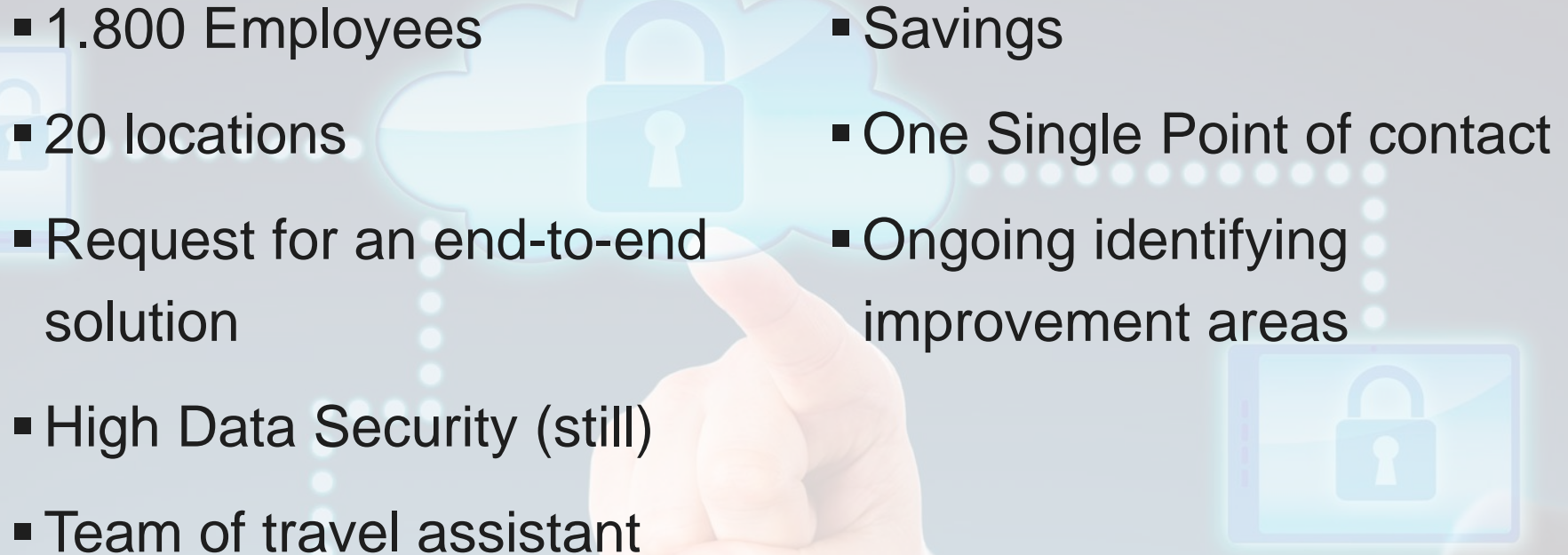


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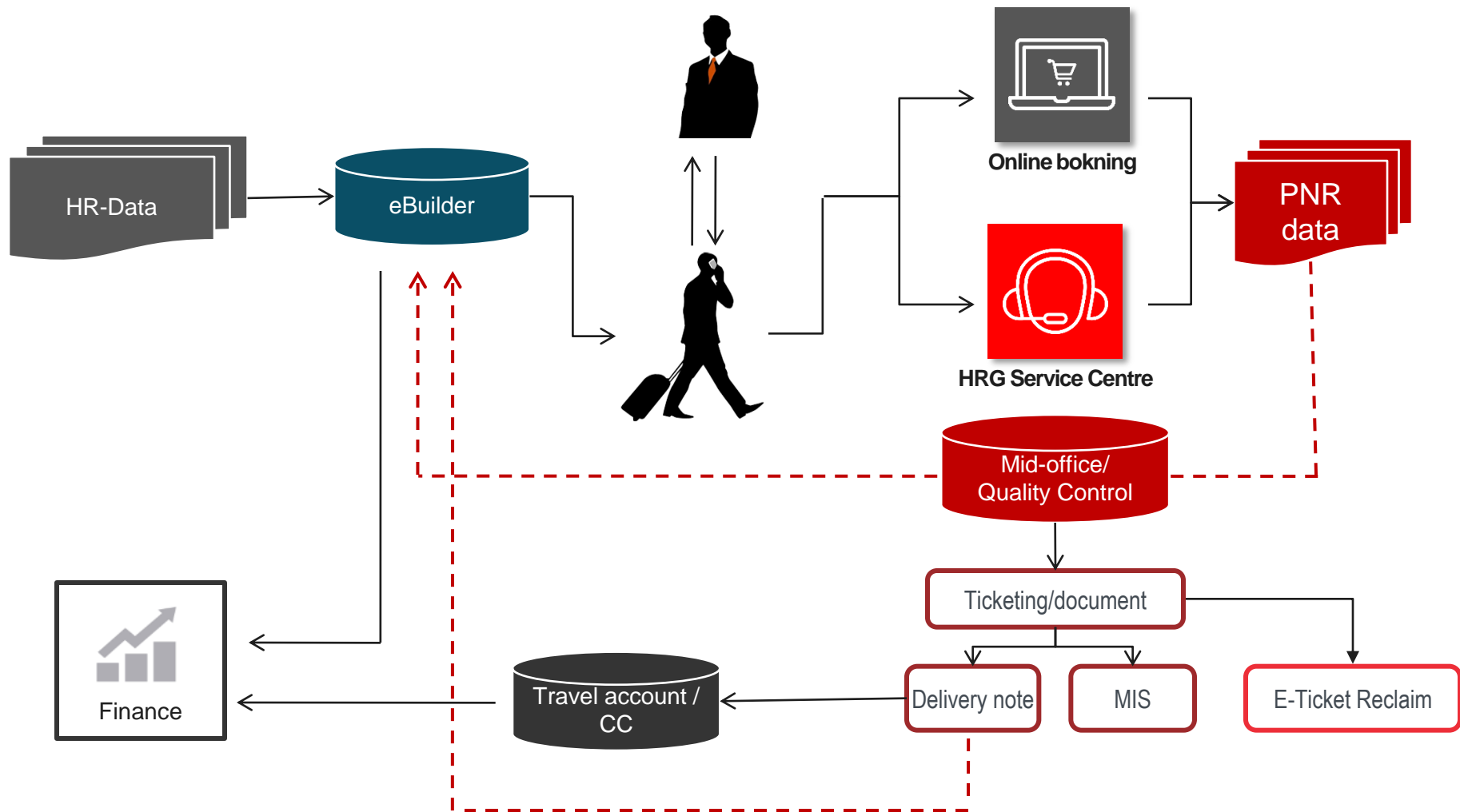
*FMV case*

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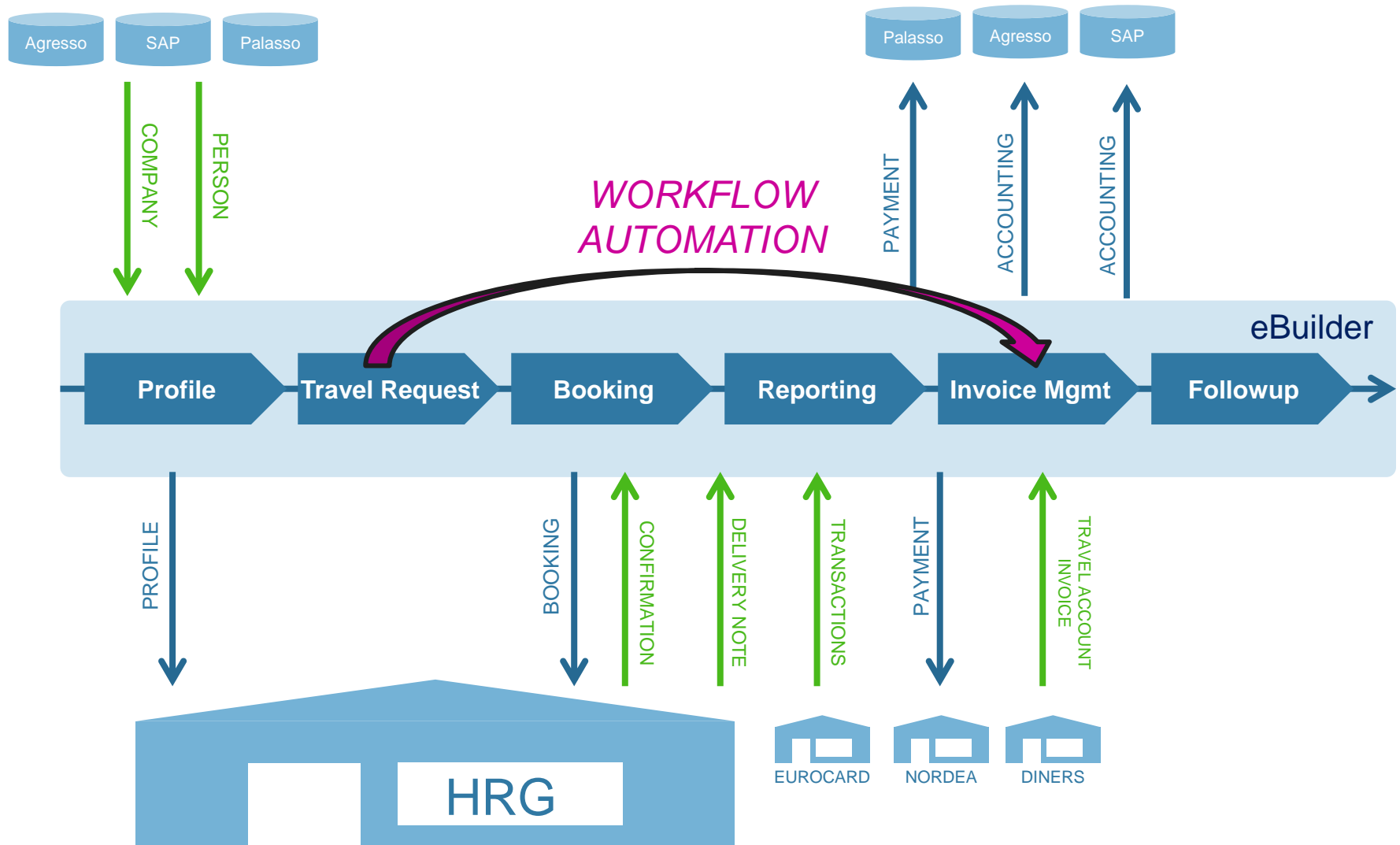
# Background 2009 and onwards

- 1.800 Employees
  - 20 locations
  - Request for an end-to-end solution
  - High Data Security (still)
  - Team of travel assistant
  - Savings
  - One Single Point of contact
  - Ongoing identifying improvement areas
- 
- A hand in a suit jacket points towards a central cloud icon containing a padlock. The background is a light blue gradient with several semi-transparent icons of a laptop, tablet, and smartphone, each displaying a padlock symbol. Dotted lines connect the central cloud to the surrounding device icons.

# The full end – to – end solution



# Customer FMV end-to-end integrations



Thank you!

*Questions?*

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