

NBTA

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eBuilder.

HOGG ROBINSON GROUP

An Evolving & Growing business

70 years
corporate
travel
expertise

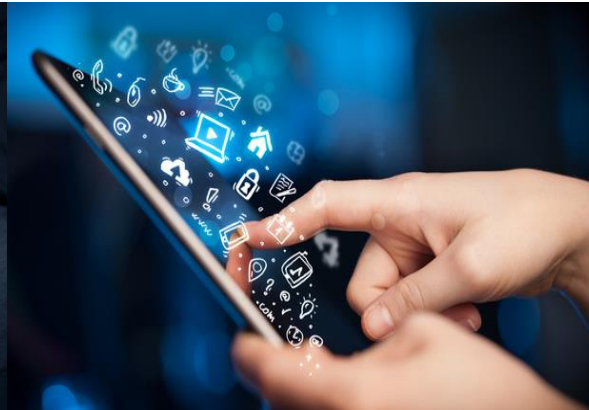
Global
presence
in 120+
countries

\$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**

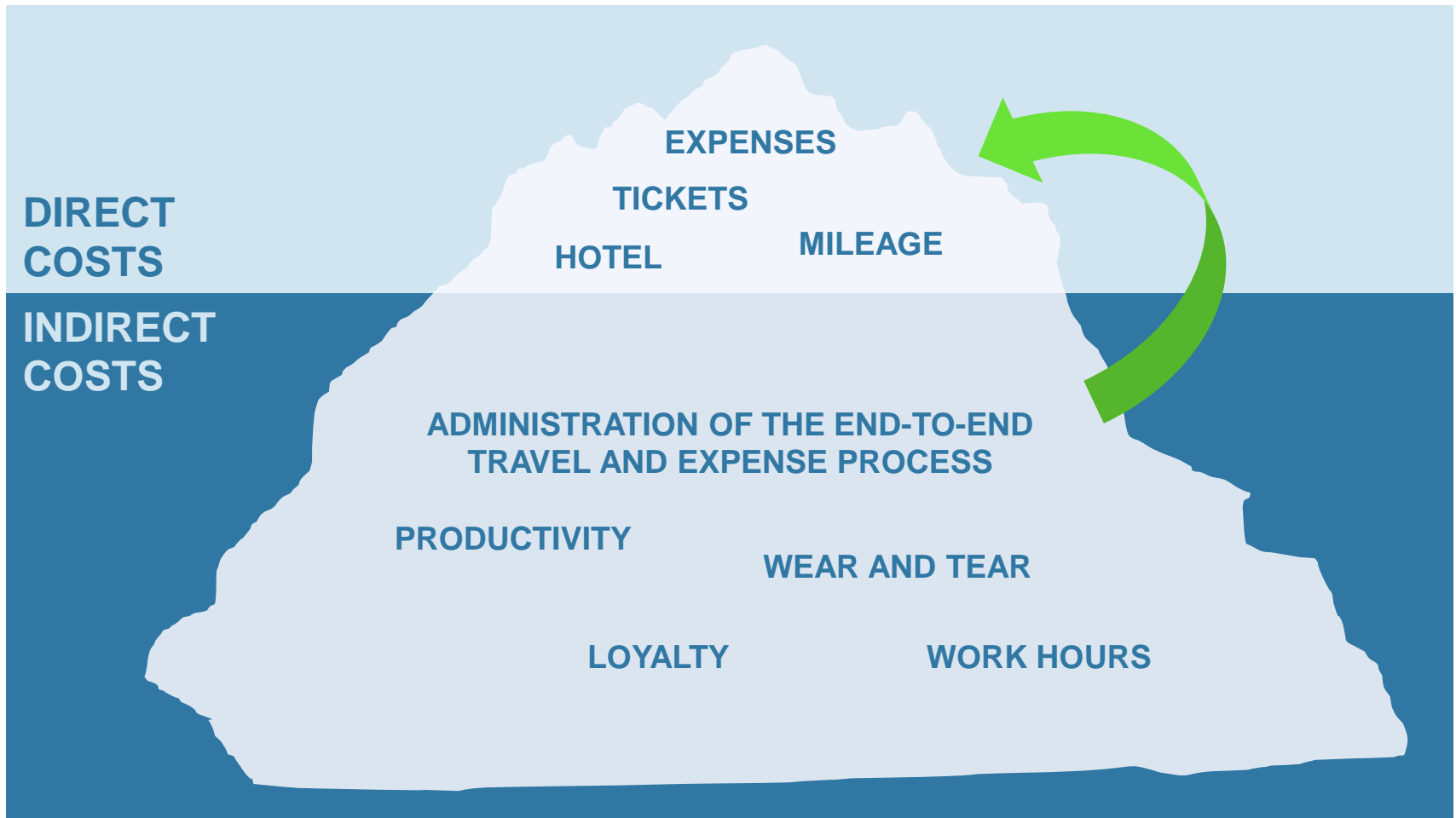
FOUNDED 2007 EMPLOYEES 200
OFFICES STOCKHOLM & COLOMBO
OWNERS PRIVATE, INSTITUTIONS & EMPLOYEES
FINANCIALS 10- year CAGR of ~20%

CUSTOMER CARE • TRAVEL AND EXPENSE • PROCUREMENT

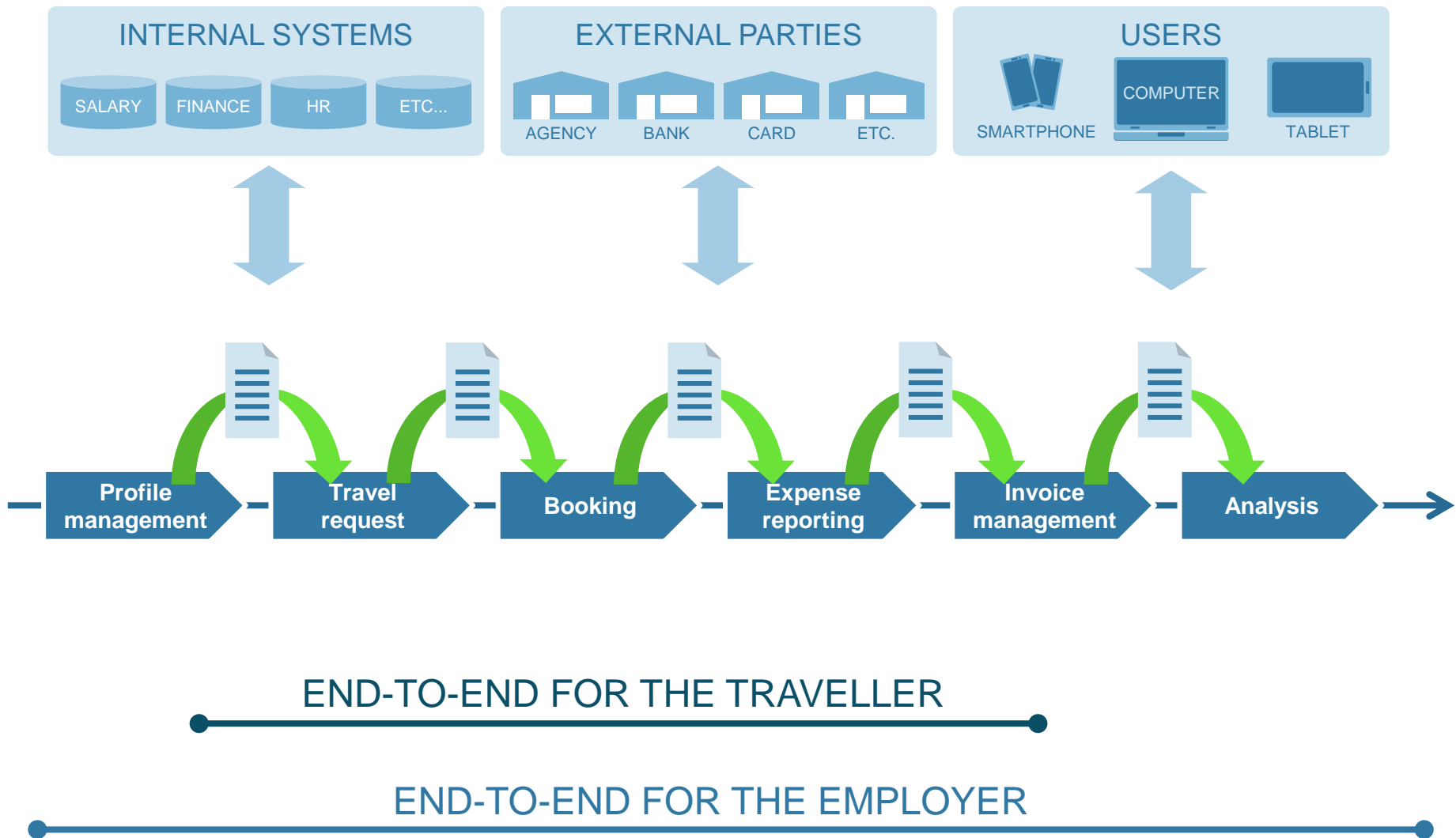
NOTABLE CUSTOMERS



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

PROFILE 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

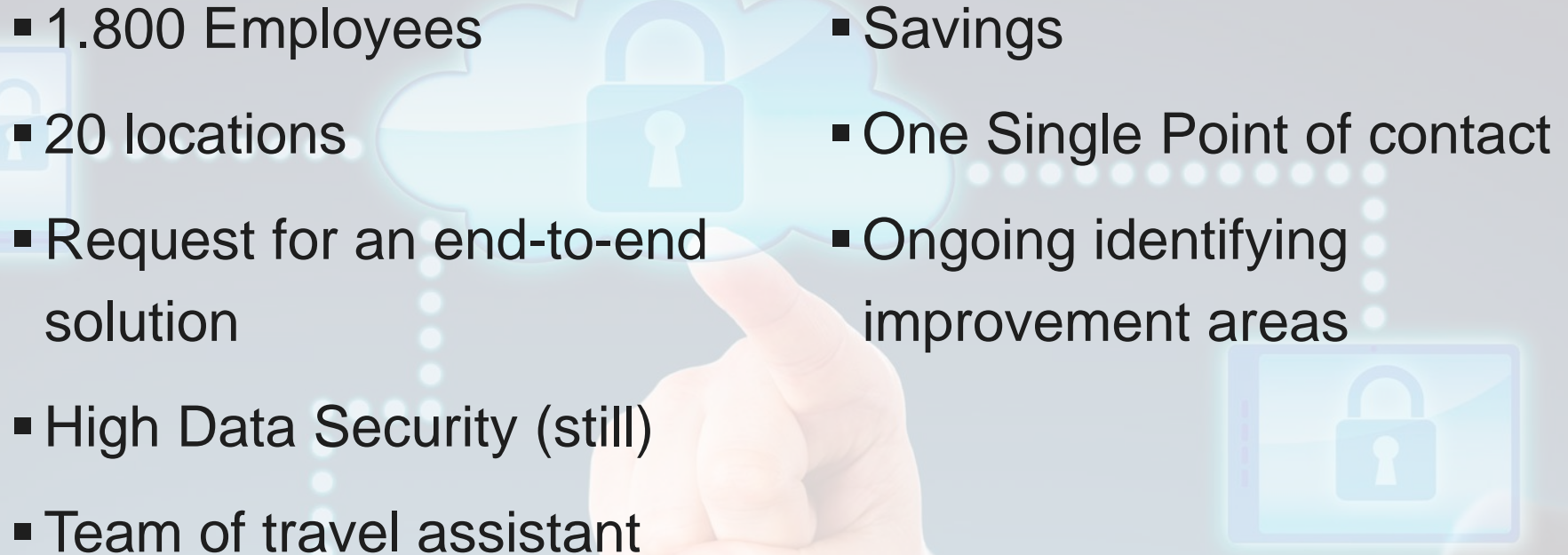
- 12000 employees
- BEFORE: 10 msek/year in travel and expense administration costs.
- AFTER: 3 msek/year in travel and expense administration costs.

HRG/eBuilder

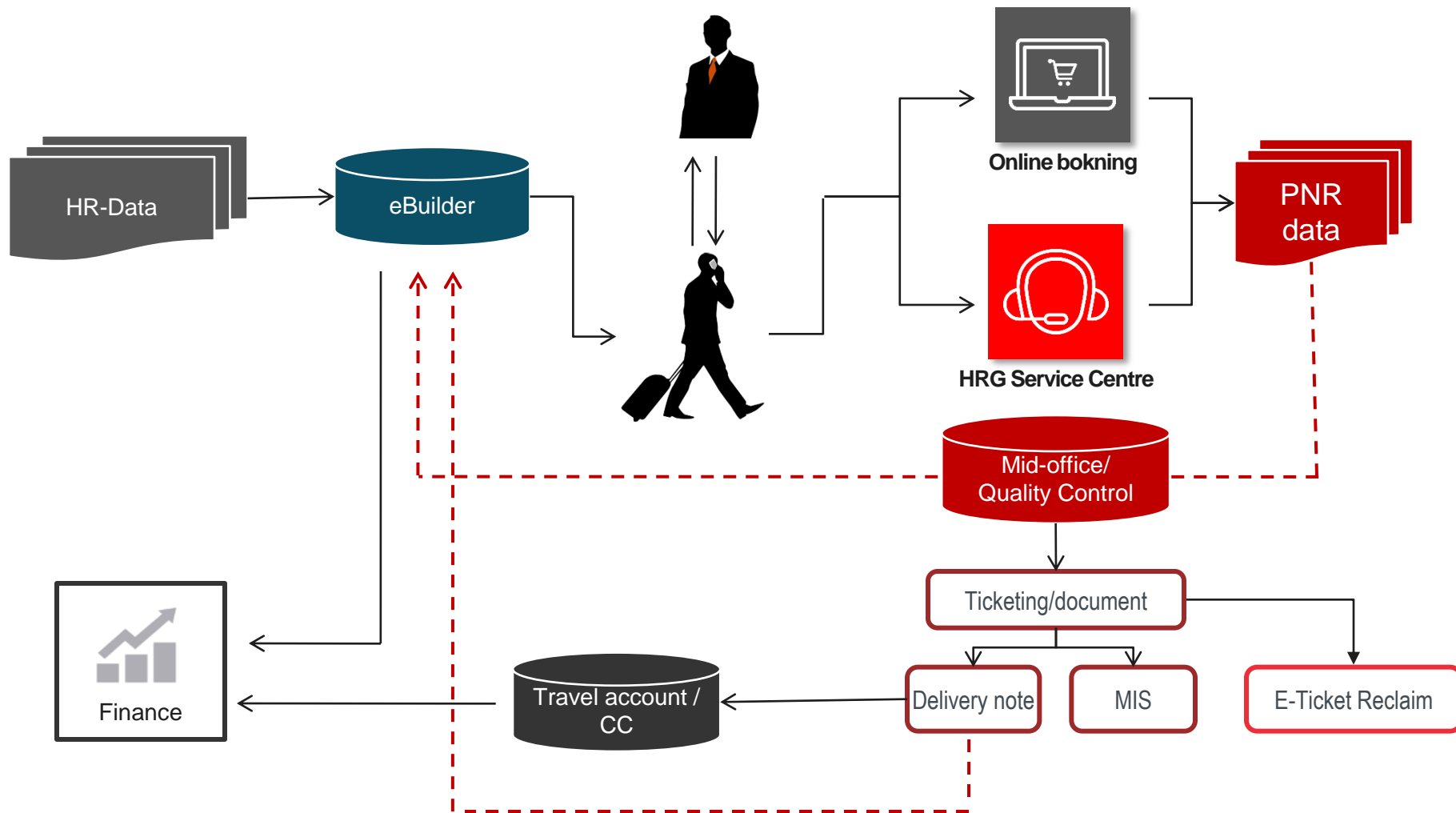
FMV case

eBuilder.

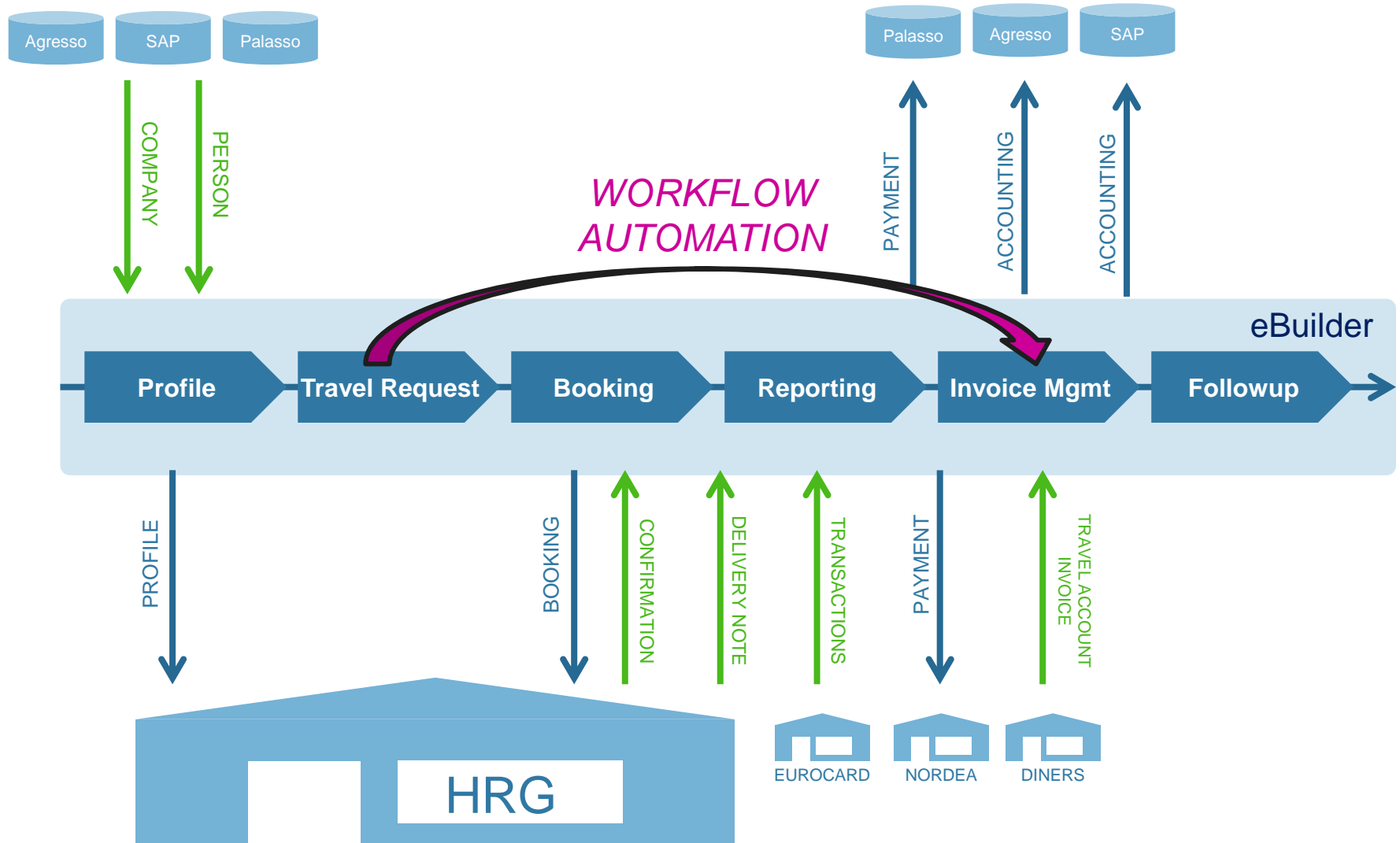
Background 2009 and onwards

- 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 other icons: a laptop with a padlock, a tablet with a padlock, and a smartphone with a padlock. Dotted lines connect the hand to the central cloud and the tablet.

The full end – to – end solution



Customer FMV end-to-end integrations



Thank you!

Questions?

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