

SAP Concur 

SAP Concur Fusion Exchange





SAP Concur 

Wie das Pharmaunternehmen Grünenthal End-to-End konsequent umsetzt

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BCD  **travel**
travel smart. achieve more.

PUBLIC

THE BEST RUN 

ATTENTION!

We both are no SAP IT experts, so this will be no technical lecture!



This shall be a lecture from the practice for the practice. Dream-Castles will not be built in this session!

Agenda

Grünenthal briefly presented

Yesterday: Where do we come from, what was the plan?

Today: What have we implemented and how?

Tomorrow: Outlook – What else do we have planned?

Learnings and recommendations

Your questions

1. Grünenthal briefly presented

30+ Countries	270 Patent Applications since 2009	1,33 Bn. € Sales (2017)
100+ Countries, where our Products are available	4.900+ Employees	

The Grünenthal Group is a **German pharmaceutical company** founded in 1946 in Stolberg with corporate headquarters in Aachen, which is still independent and family-owned today.

Grünenthal was the first company to introduce **penicillin** in 1946 to the German market; the production of which was prohibited in Germany at the time by the Allied Control Council.

The Grünenthal Group has subsidiaries in Europe, Latin America and the United States and generates more than 50% of its sales with **painkillers**, i.e. Tramal.

1. Our Sourcing Organisation



1. GRÜNENTHAL Global Travel Program 2018

3.145

Travellers

9.825

Air Tickets

8 Mn. €

AIR
Spend (2018)

1 Mn. €

HOTEL
Spend (2018)

1

Global Travel
Policy



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TRAVEL

1.359

Concur
Travel-User

26

Countries
implemented

> 75%

Adoption
(AIR)

> 40 %

Adoption
(HOTEL)

2.245

Concur
Expense-User

>30.000

Expense
Reports
processed p.y.

345.000

Documents
and Receipts
processed p.y.

9 days

(average) for
processing
reimbursement

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EXPENSE



Yesterday



2. Where we come from?

Our program was heterogeneous,
local, complexe, uncoordinated,
untransparent, not manageable,
using numerous systems, forms,
manual processes, technology,
hence expensive ...
... but somehow working over years!

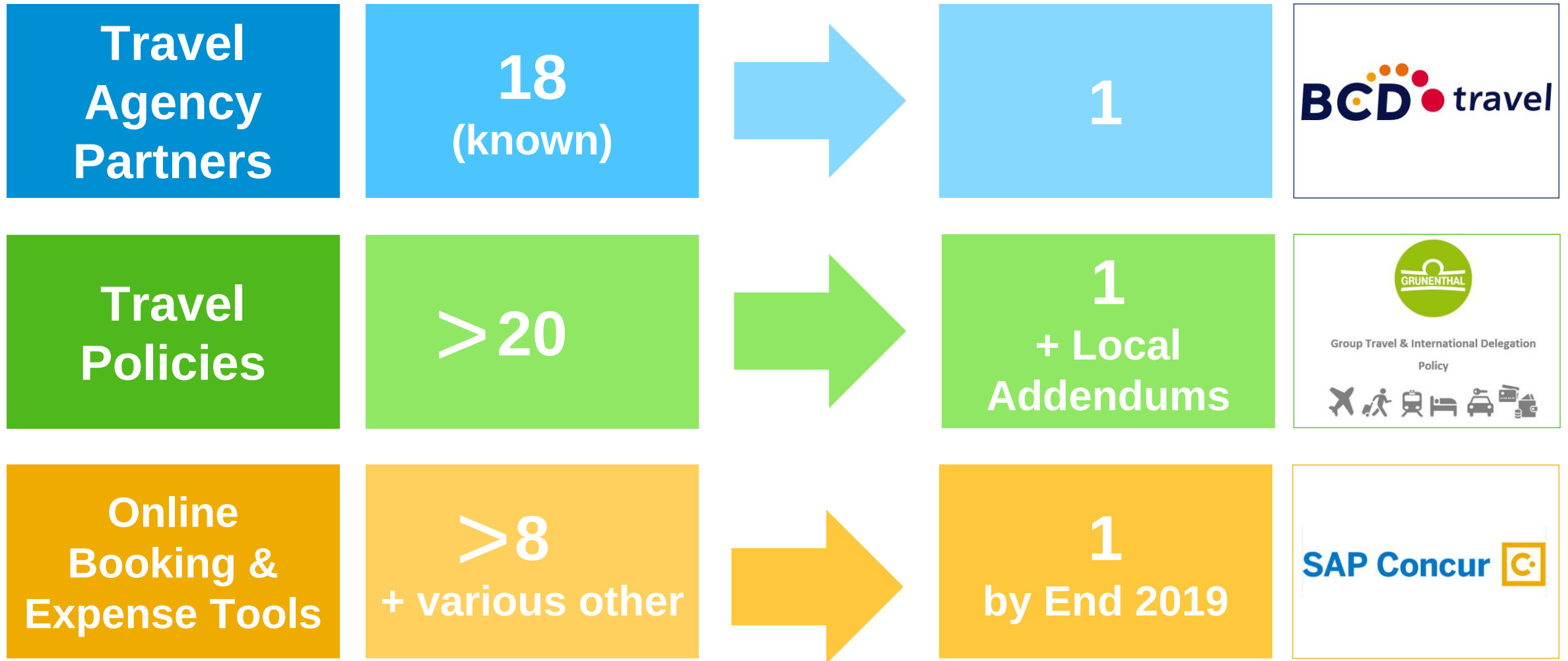


BUT

... we've managed the change!

Less cosy, but far more efficient.





Today



3. What have we implemented?



3. Sourcing



**All Supplier programs
were made bookable
in SAP Concur**

**Global Hotel RFP
to optimize the
Group Hotel Program**

**Support by
BCD Travel**

**Update existing
Air contracts to be
covered globally**

**70 Preferred Hotels and
2 Hotel Groups contracted**

Existing deals bundled, globalized
& partially extended

Focus on Hotel Aggregators s.a.
HRS and BCD TS HH

**Tool-based RFP &
rate audits**

Collection of existing deals globally,
in-depth analysis of existing
deals and potentials

**4 Airline Group Deals +
various local deals accomplished**

3. Operational & technical support

User Support	System Administration & Online Performance
• 1st & 2nd Level Support • Ongoing trainings	• Drive usability, performance, efficiency and by that adoption
Communication	Interface Management
• Travel Workspace • Training documents • Change Management • Controlling & Steering	• TMC Operations • SAP Concur • Category Management Expense • Category Management Travel

Up-to-date and useful travel information is important for system acceptance (1)

Travel Policy Collision:



The time spent at the destination is less than 3 days. Please consider our telepresence options or consider bundling this trip with other meetings to make this trip more financially and ecologically friendly.

Immigration Info:



The U.S. Transportation Security Administration (TSA) has advised that all passenger reservations containing any U.S. city segment or flying over U.S. airspace or booked on a U.S.-based carrier must contain full Secure Flight Passenger Data (SFPD), including full name as it appears on your travel document, date of birth, and gender. Failure to provide this information will result in your reservation being cancelled.

IMPORTANT: Please apply for ESTA no later than 72 hours before departing for the United States. Real-time approvals will no longer be available and arriving at the airport without a previously approved ESTA will likely result in being denied boarding.

Risk Information:



This destination is rated as a high-risk country, please inform yourself about the necessary steps in the Health & Security section of the Travel Workspace !

Visa Information:



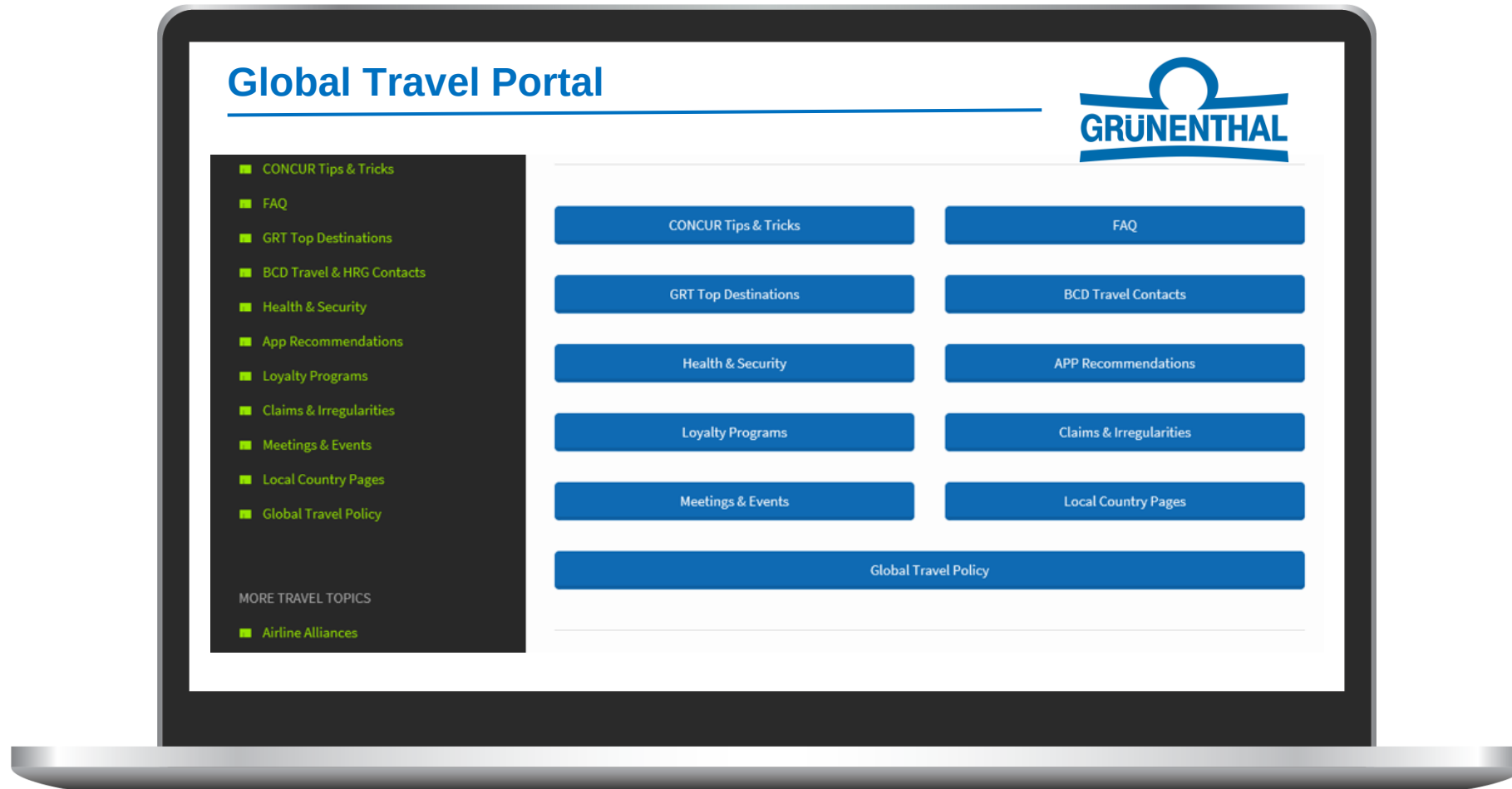
ATTENTION: VISA REQUIRED FOR THIS DESTINATION

Destination Information:

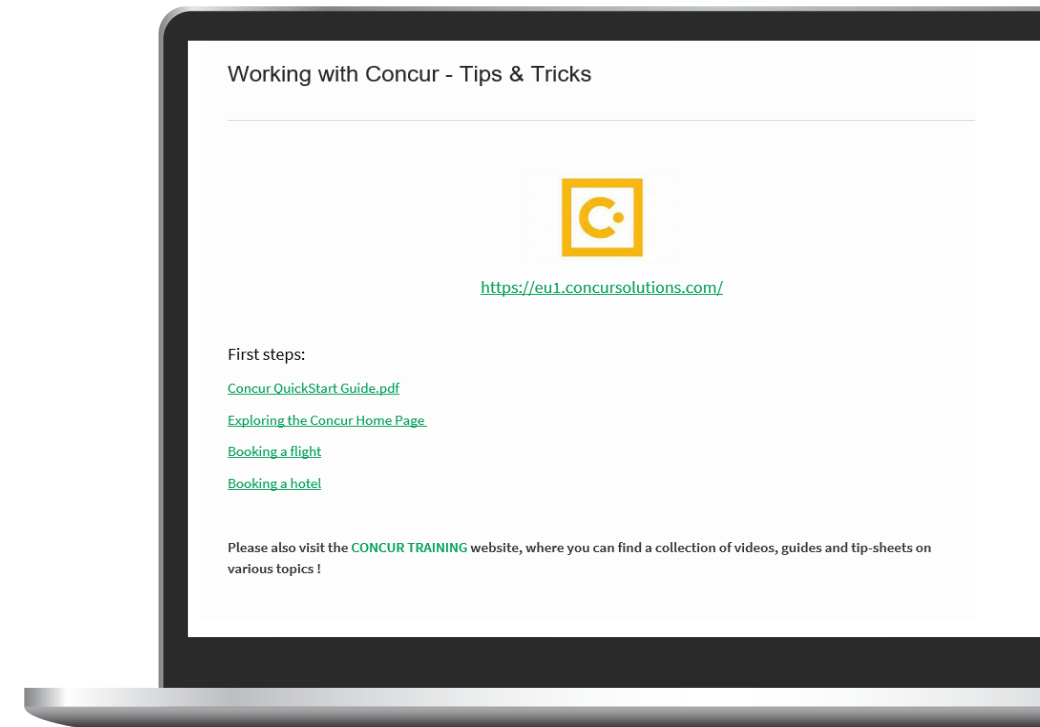
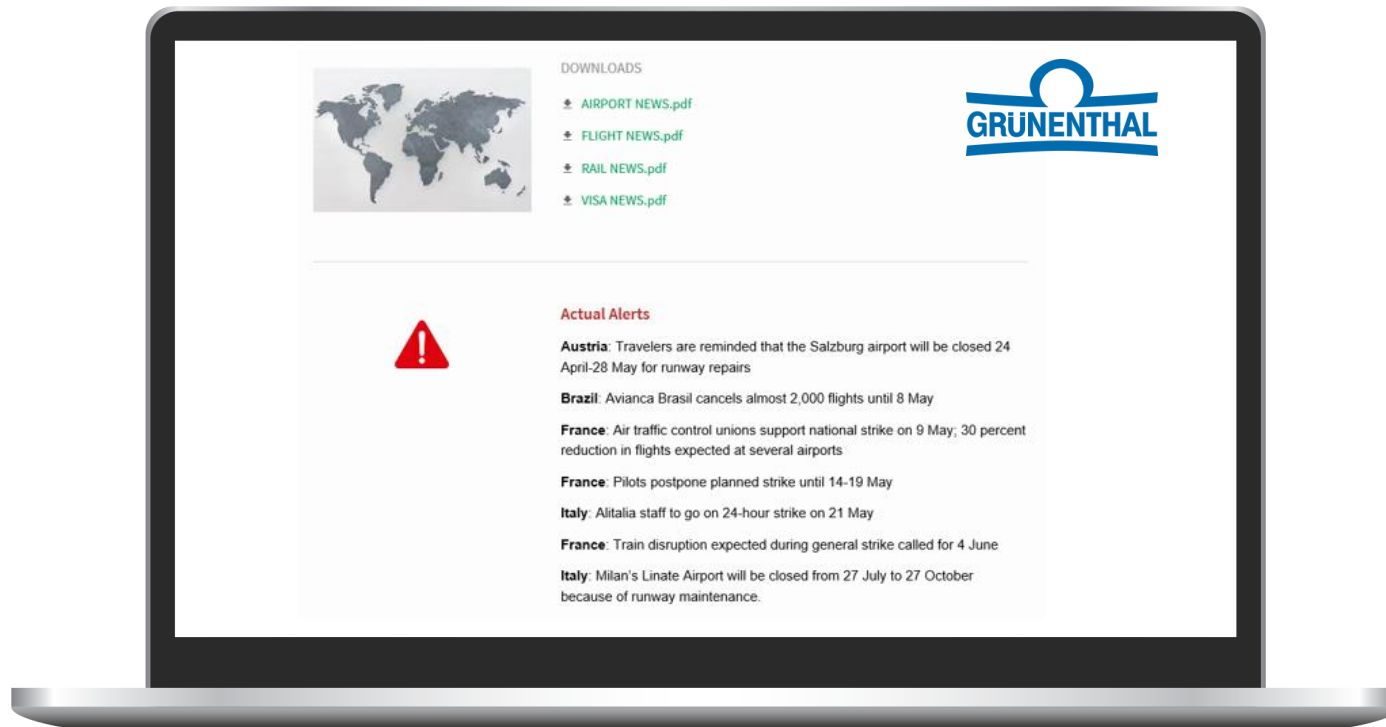


The World Equestrian Festival - CHIO Aachen - takes place from July 12th until 21st 2019, therefore many hotels may be more expensive or sold out during this period. Please try to reschedule your trip if possible.

Up-to-date and useful travel information is important for system acceptance (2)



Up-to-date and useful travel information is important for system acceptance (3)



Tomorrow



4. Outlook

Cost optimization

More transparency is key for steering and generating savings

Visual-Guilt pushes savings

Policy Compliance

Enable and support our strategy

Continue Global Strategy & Roll-Out

SAP Concur & TMC especially LATAM & USA

Push Standardization

Push Adoption

Increase SAP Concur Adoption with various and continued actions

Enhance System with new Applications

A1-Mngmt.
Security & Risk Management
Intelligence Features

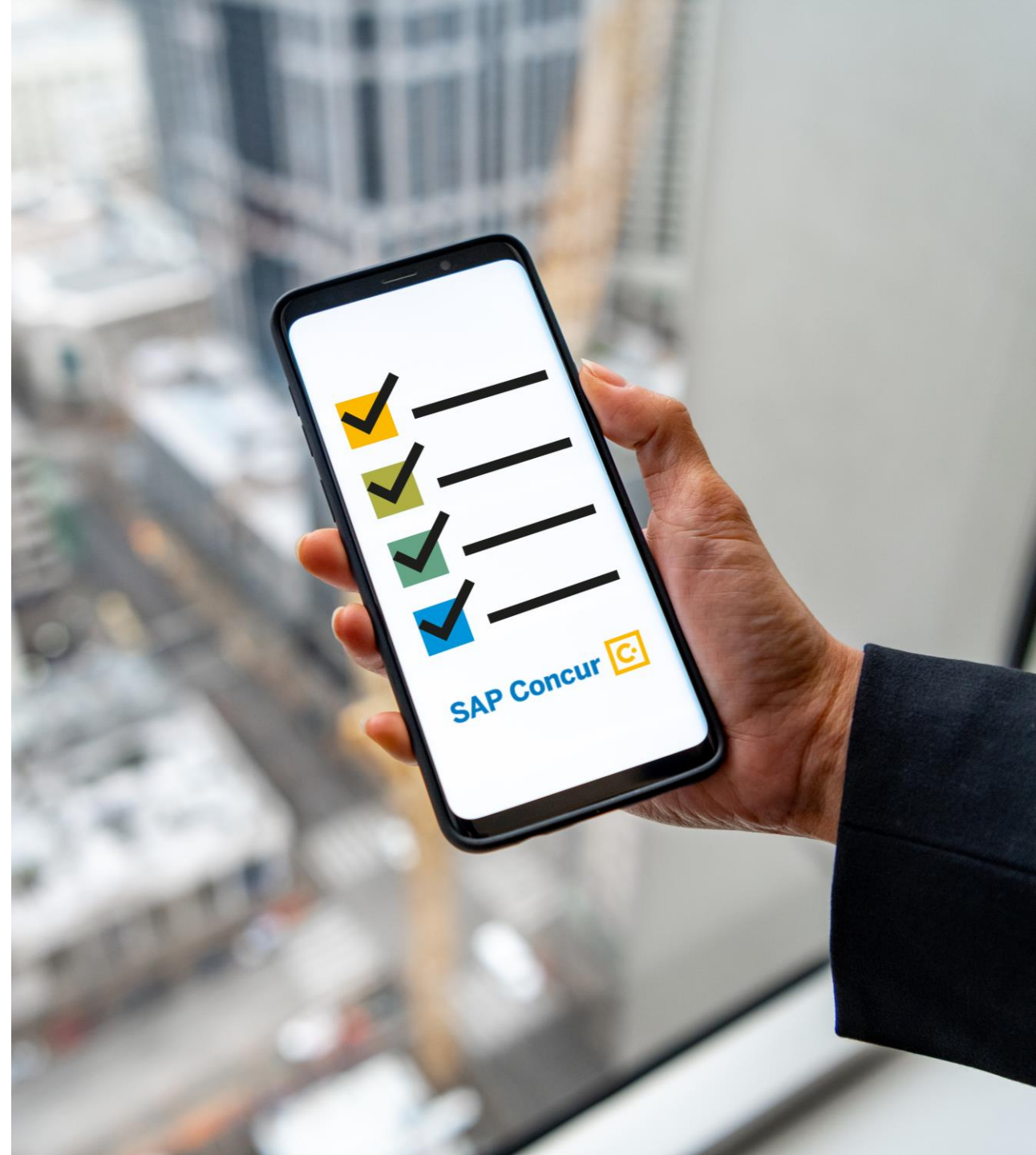
4. Outlook

- **Focus on and add Hotel-Aggregators and Plattformen**
to enlarge Hotel-Offering and – by that – better manage and steer our Company Deals mainly with HRS and BCD Travel TripSource Hotel.
- add **TripLink™**
Improve and enrich user content and management visibility by connecting various Booking-Sources into one.
- add **Locate™** and
- add **Active Monitoring™**, both in combination with **HEALIX**
 - Third level
 - Active Traveller-Tracking
 - On-Trip-Communication, including Alert and „I am safe“-Function
 - Pre Trip Risk Consulting
 - 24/7 Medical Support and Security-Assistance on trip
- add **Drive™**
Bringing Company Car Users onto the System with GPS-based technology i.e. to facilitate Mileage-Reporting
- **Automise the A1-Process** and **Posted Workers Management**



**Enhance System
with new
Applications**

Our „Wish-List“



Support by SAP Concur: More and active Post-Sales-Support in Real-Live-Operations

Enable more client specific default settings

Optimize and enable full data transfer from travel to expense part within the system

Harmonize settings on different GDS's

SAP Concur 

Optimize Search Results Display
(can be confusing today)

Provide more options to better manage our Supplier Programs

Make our Company Logo visible to indicate our Negotiated Rates

Enlarge European Rail Offering, i.e. RENFE, Trenitalia, etc.

Optimize User experience
by better, more personalized, more relevant search and result options

Learnings and recommendations



Learnings & Recommendations

- 1. Assure yourself of the support of top management and make it visible!**
- 2. Bravely take the lead!**
You can't make everyone (countries, affiliates) happy. Ignore alleged barriers such as cultural, organizational, technical differences and specifics.
- 3. Don't underestimate the need for support and expertise!**
Plan & budget time, resource and cost; it is rare, that you have competence in-house.
- 4. Think, plan and act big and far! See the big picture!**
Think & plan global and for the future, not just only for tomorrow. It is more than travel planning only. Bring benefits to users (i.e. private usage of bonuses and company rates, Duty-of-Care: Traveler Security & On-Trip-Assistance).
- 5. Go your own way, decide and act!**
Beware of doubters and brakemen; Co-Determination, Data-Privacy and IT Security are important and need to be involved, but may be no Show-Stoppers and Delayers.

Learnings & Recommendations

- 6. Simple & less is more, expand in stages and stay realistic about system expansion & adoption goals!**
Don't start with maximum complexity, wanting to cover each and every item.
Reaching 60%+ tomorrow is a challenge, 100% is an illusion.
- 7. No cut after go live!**
Solid monitoring, post-implementation and finetuning are key for success!
- 8. A global setup requires a global approach!**
Travel Policy & Guidelines, Sourcing Concept & Supplier Management, Processes, Responsibilities & Organization, Flexibility, Partners, etc.
- 9. Value and do not underestimated the detail!**
Profile-Migration, Mapping and enabling of Travel-/TMC processes, enhanced Data, V-Payment, Invoicing, etc.; But: Accept gaps, you can't think of everything!

Learnings & Recommendations

- 10. Know what you bought from SAP Concur!**
Make sure it was implemented! Use the Features!
Many functionalities might be forgotten and not be used!
Make sure your SAP Key Account Manager knows your contract and she/he is with you “on the journey”!
- 11. Ongoing Communication & Training is key, keep the flame burning!**
- 12. Do not rely in the tool only**
Leverage and include existing and well established company systems, support & info channels
- 13. Do not allow and cultivate silos in processes and thinking**
Work together as a team under one BPO; Travel and Expense are part of one Universe!

Learnings & Recommendations

14. Think positive!



**Don't panic, it's about Travel & Expense Processes, not Open-Heart-Surgery!
No one will die, whatever you do or miss!**

Q&A



Vielen Dank.

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