AMADEUS

"Teed-up" for success

T-Systems achieves 95% adoption and 50% savings

How a unique collaboration is set to revolutionise the online corporate travel market

Summary

This case study describes a world-first implementation in integrated online booking solutions.

T-Systems partnered with American Express South Africa (operated by Tourvest) and Amadeus to deliver a single application that integrates smoothly into the back-end financial and human resources modules of SAP.

This new approach will bring a lot of opportunities for corporations who want to offer a unique booking experience to their travellers while managing their travel spend more effectively.

The partnership is based on the commitment of:

_ T-Systems, both as SAP integrator and customer willing to go online with an end-to-end solution;

_ American Express Travel Services South Africa, hosting and implementing the Amadeus e-Travel Management solution with the travel management module; and

_ Amadeus as global supervisor of the whole project.

"Thanks to this new, integrated online booking solution, we recorded an 80% adoption rate in only three months and 95% in the first year. We managed both to save 50% in travel costs and offer a better experience to our travellers. The solution allowed us to have more visibility on our travel expenses and thus increase our negotiation power with providers."

Monique Naidoo
Head of Procurement,
T-Systems South Africa

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The situation: from manual to automation

Prior to the implementation of the new system, T-Systems followed a manual approach to travel: personal assistants received a request, filled in a requisition form, obtained three quotes from the on-site TMC and then selected an option. The movement towards an online booking solution began when T-Systems wanted to minimise travel expenditure, have more visibility on out-of-policy travel behaviour and enforce internal travel policy.

The challenge

- **To achieve** the ambitious savings objectives on the travel budget.

- **To enforce** travel policy rules and help with change management.

- **To integrate** different systems.

- **To roll out** an online travel solution from request to expense claim.

Why has T-Systems chosen Amadeus e-Travel Management?

- **Seamless integration into the SAP environment,** utilising pre-delivered integration points and replacing previous iterations of the business software provider's travel management module.

- **Amadeus e-Travel Management provides** a single, familiar environment that integrates into the back-end financial and human resources modules of SAP, thereby reducing admin tasks.

The team
From the very beginning the three companies have been working hand in hand:

Maniette Jonck,
System Integration, T-Systems
South Africa Ltd, SAP Associate FI/
CO Consultant

Louis Van Zyl,
CIO, Tourvest Travel Services,
American Express Travel Services,
South Africa

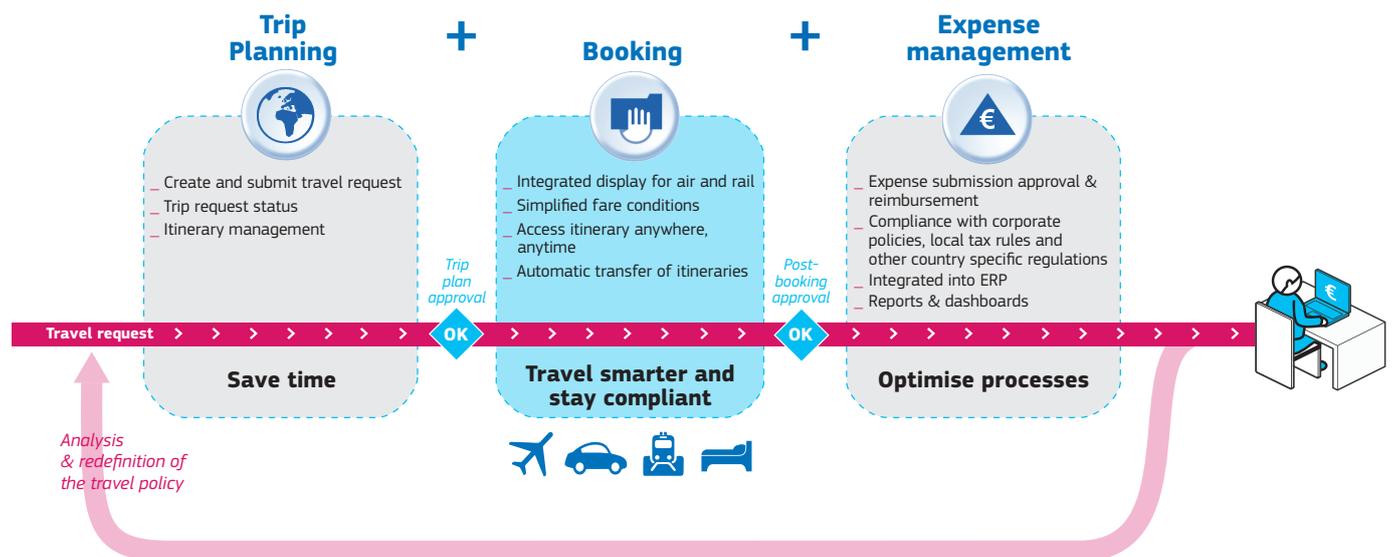**Andres Rastrilla**,
AeTM Integration Solutions Expert,
Amadeus

"Thanks to the close cooperation of the Amadeus, American Express and T-Systems teams with other project stakeholders, we managed to provide a rapid implementation, in only four months. We now have a complete end-to-end solution for managing business travel and this was a world-first implementation!"

"The ability to offer a seamless, predelivered integration into the SAP environment removes the need to develop special code, which reduces both the cost and duration of project."

"We were very excited about the joint development. The workshop that was organised with all the stakeholders at the launch of the project helped us build strong relationships. It was crucial to understand all parties' concerns and challenges."

The solution: manage the entire trip lifecycle

Linking all phases of travel and expense management into a single, streamlined, policy-driven process:

Trip Planning

+ **Booking** + **Expense management**

_ Create and submit travel request
_ Trip request status
_ Itinerary management

Save time

Trip plan approval

_ Integrated display for air and rail
_ Simplified fare conditions
_ Access itinerary anywhere, anytime
_ Automatic transfer of itineraries

Travel smarter and stay compliant

Post-booking approval

_ Expense submission approval & reimbursement
_ Compliance with corporate policies, local tax rules and other country specific regulations
_ Integrated into ERP
_ Reports & dashboards

Optimise processes

Travel request OK OK

Analysis & redefinition of the travel policy

End-to-end benefits

_ Reduced travel-related spend

_ Increased process efficiency

_ Improved user experience

By using the application, travellers can…

_ **Make online reservations** for one-way, round-trip, and multi-segment trips.

_ **View and reserve** a specific seat, print and download an itinerary.

_ **Transfer general data** from a travel request directly into the external online booking system and back into an expense report.

_ **Lessen their dependence** on a travel agency for routine transactions.

A positive outlook from the very start

_ **High adoption levels:** adoption reached significant levels, with more than 80% of bookings made online in the first three months of deployment, and more than 95% one year later.

_ **There is now easy access** to preferred suppliers and low fares, including Low Cost Carriers (LCCs) directly in the system.

_ **There is significant process improvement:** quicker, simpler and more effective.

_ **Travel expense costs** have come down by 50% as a result of process automation. **Agency fees** have also fallen by 50%.

_ **A very fast return on investment can be measured by two variables:**

 - time saved by users thanks to profile synchronisation;
 - indirect management costs.

Conclusions

Key success factors

_ **Successful workshop** with all key stakeholders at the launch of the project.

_ **User guidance** throughout the process:

- 2 days' training from request to expense claims to all travel arrangers.
- Internal communication campaign: emailing, awareness sessions, etc.

_ **Strict application of the policy rules,** thanks to:

- Tailored user interface for all roles involved in the processes.
- A travel policy rigorously controlled.

_ **Monitoring and control:**

- Reports from Amadeus Agency Manager showing bookings, admin fees and cheapest fares of the day have made it so much easier to manage expenses.

_ **Top management buy-in.**

Amadeus and T-Systems: what's coming next?

_ **Expand the solution** in other local Business Units starting with Mexico. Other markets in Europe and South America to follow.

_ **Amadeus Integrated Partners solution:** live inventory for shuttle, transfer, guesthouse, B&Bs to be booked in the same transaction.

_ **Develop and implement a mobile solution** for travel requests and expenses.

_ **Develop a hotel programme.**

Find out more!

_ Amadeus works closely with its TMC partners and customers to connect corporations to the centre of travel and deliver outstanding travel management services.

_ For further information, visit **www.amadeus.com/ corporations** or speak to your Amadeus Account Manager.

About T-Systems

A division of Deutsche Telekom, T-Systems delivers ICT solutions for major corporations and public sector organisations worldwide. Drawing on a global infrastructure of data centres and networks, T-Systems operates information and communication technology (ICT) systems for multinational corporations and public sector institutions. T-Systems provides integrated solutions for the networked future of business and society. The company's some 52,700 employees combine industry expertise and ICT innovations to add significant value to customers' core business all over the world. T-Systems generated revenue of around EUR 10 billion in the 2012 financial year.

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About American Express South Africa and Tourvest

American Express Travel Services South Africa is operated by Tourvest, Southern Africa's number one tourism group, offering a range of products and services that encompass the needs of all visitors to Southern Africa. Tourvest operates travel-related businesses that range from travel management companies through souvenir and curio shops to foreign exchange bureau and is a South African company with a global presence spanning East and West Africa, Europe, the UK, and the Caribbean. American Express Travel Services South Africa provides travel management services to 60 of South Africa's Top 100 companies and is the master franchise holder for the American Express Travel brand in the whole of Africa.

AMERICAN EXPRESS

AMERICAN EXPRESS TRAVEL SERVICES SOUTH AFRICA