

Client Case Study - Employee Expense Claims

The client is a London-listed retailer with 50,000 employees in Asia Pacific and revenue of USD 7 billion. As part of a turn-around effort, the Group CFO engaged our team to help reduce the cost of employee expense claims in travel, entertainment, and miscellaneous expenses.

Within four weeks, our management team rolled-out an on-line expense processing tool and a revised set of expense guidelines across the four business units in Hong Kong. In parallel we began negotiations with major airlines, hotels, and transportation providers and established preferred supplier agreements. We then put in place a long-term program of monitoring compliance to policy and contract across the business.

As a result of this work, our client has realized:

- Annual EBITDA savings of more than HKD 12 million from preferred supplier agreement;
- Improved transparency and reduced manual work from the introduction of an on-line expense system for all staff;
- Better consistency of across business units, departments, and individual employees and much higher levels of compliance to newly implemented expense policies.