

Pentland Brands PLC Automates Expenses to Make Corporate Credit Cards Work Harder.

Pentland Brands PLC had deployed company credit cards for its expenses users but had no clear policy or system in place to make best use of them. Concur was chosen to automate the system resulting in, amongst other benefits, a reduction of 54% of the value of outstanding credit card transactions.

About Pentland Brands PLC

Pentland Brands is a private UK company with a stable of world-famous sports and clothing brands including Speedo, Lacoste Footwear, Ellesse, Ted Baker Footwear, Beghaus and many more. The company has offices throughout the UK and employs over 1200 people. As a 'house of brands' the company has a fast-moving workforce, a fluid corporate culture and is at the cutting edge of sport leisure/fashion worldwide.

The challenges: before automation

Despite being a progressive and successful company, Pentland Brands did not manage expenses efficiently. There was no effective expense reporting to speak of and claims were still being submitted on Excel spreadsheets supported by accumulated receipts. As befits a 'fast-moving' company, corporate credit cards were issued to 90% of all its expenses users to make things easier and yet, ironically, it created inherent problems too.

“Concur were more cohesive and provided a more complete solution. We had full confidence in them and in the Concur team & more importantly the solution itself.”

Simon Swain, Transaction Services Manager - Finance

For example, users were far less motivated to administer their claims accurately because they were not spending their own money. Receipts were frequently mislaid and signing off was done retrospectively. This caused much time spent in chasing claims, and effectively, the responsibility was on the back office to reconcile expense expenditure rather than the user.



Company Name:

Pentland Brands PLC

Solutions

Concur® Expense
Concur Business Intelligence

Industry

Sports & leisure

Company Size

1200 People

Location

UK

The Benefits

- Cohesive expense solution
- Experienced people
- Easy implementation
- Rapid expense auditing and reporting
- More accurate expense reconciliation
- Operational efficiencies
- Operational cash efficiencies

Choosing Concur the market leader

Following an internal decision to review its expense systems, Pentland Brands looked at 4 specialist expense solutions providers before settling upon Concur.

Overcoming change management and training concerns

“I’ve worked on systems and implementation before and my initial concern was the training. It requires change management. We were also worried we wouldn’t have the required IT skills with our staff,” said Karen Carloni, Accounts Payable Manager. “But things are going really well. What I found great with Concur is that the demos and training materials and information on how to roll it out is available. We didn’t have to re-create it. We just downloaded and edited it. Now that we’ve run the training and people are on the system, they realise it’s just like online shopping, and they’re fine.”

Pentland Brands PLC process and the results of implementing Concur

Concur Expense was trialled with 100 users over 6 weeks at Pentland Brands’ HQ in Finchley in 2012 before full roll-out across the company’s other UK offices. User-training was estimated at no more than

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1 hour per person. The system now enables the corporate credit system to fulfil its potential for both users and back office. There are no reasons for late claiming or hold-ups, because expense approvals can be given online and from literally anywhere in the world (thus saving long waits for authorisation and physical signatures). Previously, such claims would have waited in someone’s in-tray until the signatory returned. The accounts team can now track expenditure online from the point when the credit card transactions are imported into Concur (48 hours after purchase). Another benefit is that an employee can investigate any queried transactions whilst successfully submitting the remaining expenses — this was not possible pre-Concur as a whole monthly statement would remain outstanding. Simon Swain, Transaction Services Manager of Finance says, “The system now gives us the ability to highlight aspects of our operation and makes VAT reclaiming infinitely simpler — and more accurate. We are able to undertake instant auditing to produce more effective management reporting. One really powerful benefit is the flexibility it now gives our employees to complete and submit their expenses at the time it suits them. Employees can use the mobile apps or the web based solution and the same applies to approvers.”

Why Pentland Brands PLC would recommend Concur

Following the success of Expense in the UK, Pentland Brands is planning a roll out across Asia, Germany and France in the forthcoming year, with the USA the year after.

Pentland Brands is also actively exploring the potential for implementing Concur Travel & utilizing the Receipt & Policy Auditing service in 2014.

The company has full confidence in Concur to deliver.

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