

Efficiency, Compliance, Cost Reduction...delivered

## The Background



Founded in 1986, Bakkavör Group is a leading international food manufacturing company specialising in fresh prepared foods and produce. The Group operates 63 factories and employs around 20,000 people in ten countries with a pro-forma turnover in 2008 of £1.6 billion. Bakkavör Group operates in the fresh prepared food and produce market - a \$50 billion market – with the majority of the Group's sales generated through the UK.

The previous system in use at Bakkavör Group was a paper based manual system, with staff at each site completing paper forms and submitting them to the central payroll function to be paid through payroll or to their local finance function to be paid by BACS. This process meant that a heavy administrative burden remained within the business, and left Bakkavör Group at risk of not being compliant for VAT and Income Tax in the event of an audit. For a more efficient, compliant solution to its employee expenses, Bakkavör Group turned to GlobalExpense, the leading end to end expense management solution in Europe.

## The Challenges



The previous system at Bakkavör Group brought with it a number of areas of pain. These included:

- Analysis and audit – proper analysis of the claims and ensure that they had been correctly completed and submitted was a time consuming task placing a heavy burden on staff in the business
- Categorisation – the forms used did not categorise the claims accurately enough for detailed management reporting and control of spend
- VAT recovery, VAT and Income Tax compliance – the previous system did not provide detailed management information on claims and did not highlight repeat offenders submitting unreceipted claims to help drive up VAT recovery

Bakkavör Group was looking to solve these problems and to remove the labour intensive processing, audit and payment functions from the business. By working with GlobalExpense, Bakkavör Group has entirely removed the painful, high volume low value processing and payment function from its central business functions. Additionally, the 100% receipt audit process available with GlobalExpense helps administrators and managers to identify individuals who regularly submit claims without receipts or with invalid receipts.

Significant benefits of working with GlobalExpense have included:

- Cutting the amount of time taken to administer the employee expenses process with the high volume low value processing and payment transferred to GlobalExpense

## KEY FACTS



Client

**Bakkavör Group**

**BAKKAVÖR**

**No. of receipts per month:**  
4500 on average per month

**Number of claimants:**  
1000 on average per month

**Annual expense spend:**  
£2.5 million per annum

**Previous system:**  
Paper based, hand written forms, submitted to the payroll department

## KEY BENEFIT

**A compliant and efficient expense management solution providing complete transparency for the business and claimants**

### The Challenges (cont)

- Improved visibility and tracking for claimants and for the business
- Detailed management information quickly and easily available to identify individual claim patterns or issues, and help enforce the expense policy
- Claims can be made by staff over the internet at any time to suit the claimant and are paid into the account of their choice
- Faster reimbursement to employees with payment runs once a week

As part of the end to end service, GlobalExpense delivers Income Tax and VAT compliance. In particular, Bakkavör Group has been able to identify areas where VAT was not being recovered, and has been able to increase the amount of VAT recovered since the introduction of GlobalExpense as well as enjoying peace of mind for VAT and Income Tax statutory compliance.

### The Impact



Following a smooth implementation, Bakkavör Group went live with GlobalExpense in 2007. Claimants and administrators find the system easy to use thanks to the detailed training provided, and are supported by Help Desk support for both claimants and system administrators. Claimants can now make and track an expense claim at any time, anywhere they like, and reviewing receipts submitted online is a simple procedure.

The management information and detailed reporting provided through GlobalExpense has improved the visibility and transparency of the group's expense spend, and detailed analysis is possible with a minimum of effort. Further support for this is provided through dedicated Account Management to help Bakkavör Group continue to improve its return on investment. In addition, the time consuming tasks of processing, payment and audit have been transferred to GlobalExpense, freeing up resources within Bakkavör Group for more valuable activities.

### CLIENT QUOTE



**Ian Davis, Group Payroll Manager, Bakkavör Group, said:**

**“As a user, authoriser and most importantly the Group Payroll Manager, I have found the GlobalExpense system makes life much easier for me in being able to control the expenses process across the group. I have also found that our key contacts within GlobalExpense are all extremely knowledgeable and very professional, making them an easy supplier to work with.”**



**GlobalExpense – Europe's number one end to end expense management solution. Take control and cut costs with GlobalExpense!**