

### The Background



Elior UK is the market-leading catering, hospitality and facilities management group providing freshly produced and great food, excellent customer service and exceptional value to all their clients. Part of the Elior Group, Elior UK includes Contracts (catering for businesses, educational establishments and healthcare operations), Concessions (heritage sites, Digby Trout Restaurants, and stadia contracts) and Elior Integrated Services (MoD and FM contracts).

Previously, the various companies within Elior UK had used variations on a paper based manual employee expenses system. Not only did this place a heavy administrative burden on the finance team resources, but also it was not a single solution. Additionally, as the payment of expenses was integrated with their pay run, if employees missed the cut off point for claims they would have to wait an additional month to be reimbursed. To find a solution to its employee expenses issues, Elior UK turned to Europe's leading end to end expense management provider, **GlobalExpense**.

### The Challenges



The paper-based system that Elior UK had been using wasted valuable time for the finance team, diverting resources from other activities. The team found it very time consuming to check if staff were attaching the correct receipts to maximise their VAT recovery, and there was little reporting available when required.

By working with **GlobalExpense**, Elior UK was looking for a system that was faster for their staff – ensuring that they would be paid more quickly - whilst delivering a system that would ensure their ongoing VAT and tax compliance. In addition, Elior UK was looking for a solution that would deliver expense policy enforcement to control and reduce out of policy claims.

The **GlobalExpense** system delivers automated policy enforcement, and highlights out of policy expense claims. In addition, the in depth reporting available has meant that Elior UK is now able to pull off detailed reports in seconds, detailing who is spending what, on what. Not only does this help the company to highlight and tackle out of policy claims, it also helps to improve the company's VAT recovery by reporting on the number of claims made without receipts.

Once begun, implementation of **GlobalExpense** was smooth and efficient, to allow quick adoption and use, and fast ROI for the business. The training provided was rated as "excellent", helping employees of Elior UK to make the most of the system. The **GlobalExpense** service, with detailed reporting for each employee and Administrator and dedicated Account Management to ensure that the system is used to its fullest capacity, provided the solution Elior UK required.

Efficiency, Compliance, Cost Reduction...delivered

### KEY FACTS



Client

**Elior UK**



**Annual Expense Spend:**  
£970,000

**No. of receipts per month:**  
3,800 on average per month

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

**Previous system:**  
Paper based manual expenses system

### KEY BENEFIT

A single, unified solution delivering detailed reporting, quick and efficient payment, policy enforcement and instant Tax and VAT compliance

### The Impact



After a short pilot in March, **GlobalExpense** went live with Elior UK at the head office in April 2008, with a full roll out to all staff in January 2009. The new system has proven extremely popular throughout the business. The reporting has enabled the company to increase VAT recovery by highlighting claims without receipts, and Elior UK looks forward to working with **GlobalExpense** to continue to maximise their VAT recovery.

The detailed reporting has meant that Elior UK now has total visibility of the employee expenses spend, whilst simultaneously diverting internal resources onto more valuable operations. Employees are happy to use **GlobalExpense** as the web based claims system enables them to submit and track their claim anywhere, at any time. They are paid more quickly directly into their accounts of choice, and Elior UK is able to move forward with Europe's leading end to end employee expenses solution.

### CLIENT QUOTE



**Elior UK's Payroll  
Manager Lisa  
Thompson said:**



***We're delighted with the implementation of GlobalExpense, which has made life easier for our people, as they receive the money owed more quickly and the finance team see detailed reports when they need to do so.***



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