

The Background



Restaurant business, Pizza Hut has 702 trading restaurants in the UK. It is part of Yum! Brands Inc, the largest restaurant company in the world.

In March 2009, managers at the 516 restaurants which are directly owned and operated by Pizza Hut in Britain, together with area managers and Head Office staff, went live on the GlobalExpense system.

Pizza Hut initially approached GlobalExpense in 2008. There was no specific trigger for the company to want to change its employee expense management system. But Pizza Hut is a fast moving and innovative company always on the look out for ways to improve and become more efficient. GlobalExpense was right up its street.

The Challenges



The previous system in place at Pizza Hut was a spreadsheet-based claims form with around 8-9 different categories of expense. Employees would complete the form, print it, clip receipts to it and post it to their line manager for approval. The manager would then post the approved claims form to the accounts payable team. The accounts payable team would treat the expense claim like any other invoice that is processed for payment. Expenses were paid weekly but the whole end-to-end process could take up to three weeks.

The system was time consuming and inconvenient and it took a long time for employees to get their money repaid.

Pizza Hut had high hopes that a new system would deliver cost savings both in terms of improving the efficiency of the system and by reducing the number of out-of-policy claims, but significantly also improve visibility in the system: to see what employees are spending, where, when and why.

A major challenge was how to train staff to use the new system when they are spread across Britain in 516 different locations. GlobalExpense trainers visited each of Pizza Hut's six geographical districts to train area managers, who then cascaded this training down to restaurant managers.

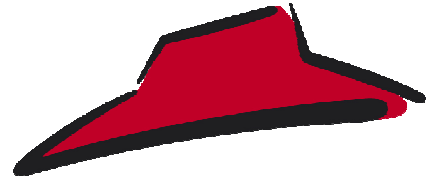
Efficiency, Compliance, Cost Reduction...delivered

KEY FACTS



Client

Pizza Hut



No. of receipts per month:
5,000 on average per month

Number of claimants:
400 on average per month

Previous system:
Spreadsheet based system
requiring submission to
Accounts department

KEY BENEFIT

**Visibility for Pizza Hut
of their expense spend**

The Impact



The biggest single win is visibility. Processing employee expenses through the accounts payable system and using only a limited number of expense codes made it impossible to extrapolate data in order to report on who spent what sums when and for what purpose.

Although the system has only been live for a couple of months, there has been a noticeable drop in the number of claims processed each month and an immediate increase in the visibility around spending.

Pizza Hut feels more comfortable knowing that GlobalExpense is managing its employee expense claims: the company expenses policy is built into the system ensuring near 100 percent compliance with the rules. Where the rules are not adhered to Pizza Hut can see where, by how much and by who.

GlobalExpense's online system has made a dramatic difference. Claiming expenses is now far easier for employees and they get their money a lot quicker: claims are processed within four days and payments are made daily.

CLIENT QUOTE



Pizza Hut's Finance Manager, Steve Packer, said:



The training was excellent and the support GlobalExpense provided was fantastic. As a result, the roll-out of the system was very smooth. The pre-launch support was invaluable and meant that potential problems were ironed-out well before the system went live.



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