

Efficiency, Compliance, Cost Reduction...delivered

## The Background



The former service business of Marconi, telent was formed in 2006: a new company with a rich and unique technology heritage. telent is a technology services company with decades of experience providing a broad range of network and communications services across a variety of industries. With 2,600 employees, and annual revenues over £350 million, telent operates principally in the UK and Germany.

Previously, telent had operated a manual paper based employee expenses system, based on excel spreadsheets and paid weekly to the claimants into the account they requested. When the business needed in depth reports and management information on its' employee expense spend, the process was difficult and time consuming. To gain complete visibility of its expense spend, benefit from a comprehensive end to end service and enjoy peace of mind for Income Tax and VAT compliance, telent communications turned to the leading end to end employee expense management provider in Europe, GlobalExpense.

## The Challenges



The existing process in use at telent failed to provide the detailed management information the business required to identify spending trends and reasons and highlight who spends what, on what. Amongst the key drivers for the business was the need to improve the audit trail, helping to improve compliance with the company expense policy, highlighting persistent offenders, and ensuring that expenses are correctly allocated to clients.

To meet these requirements, the GlobalExpense service provides a comprehensive audit trail thanks to the unique 100% receipt audit service. This allows telent to improve its control on the company's expense spend and drill down to the information managers need to experience complete control over the firm's expenditure.

Through outsourcing the high volume, low value tasks of receipt and claim storage, processing, validation and payment to GlobalExpense, telent removed a significant administrative burden from their finance department, allowing the finance team to focus on more valuable activities for the firm.

telent was very happy with the training provided, and the staff at telent also have access to the support provided by the Helpdesk and Administrator Helpdesk service. telent works closely with its Account Manager to ensure that the business' requirements are met. In addition, the unique end to end service provided by GlobalExpense ensures that telent continue to be compliant with statutory requirements relating to Income Tax and VAT in the area of employee expenses.

## KEY FACTS



*Client*

**telent**  
**communications**

**telent**

service • commitment • value

**Annual Expense Spend:**  
£4 million p.a.

**No. of receipts per month:**  
9,500 on average per month

**Number of claimants:**  
1,200 on average per month

**Previous system:**  
Paper based, manually paid each week to the claimant's account

## KEY BENEFIT

**Detailed reporting and management information, allowing the company to identify and report on specific claims by type, amount, and individual, and peace of mind for statutory compliance**

### The Impact



Following a trial in November 2007, telent communication went live with GlobalExpense in February 2008. The management information and detailed reporting provided through GlobalExpense has provided the business with transparency of its' expense spend. Thanks to the 100% receipt audit service, every receipt is now validated and scanned by GlobalExpense, making the process for reviewing past claims a simple matter of reviewing online.

In addition, the service provided by GlobalExpense, delivered by real people to provide real benefits, has proven valuable to telent communications. Because of the end to end managed professional service provided by GlobalExpense, the business can concentrate on its core activities confident that it continues to be entirely compliant with Income Tax and VAT regulations, now and in the future.

### CLIENT QUOTE



**Colette Cullinan –  
Pitt, Head of Shared  
Services, telent  
communications,  
said:**



***“We’re very happy  
with the detailed  
reporting and  
management  
information we get  
from working with  
GlobalExpense. Now  
we can pull off any  
report at a click of a  
button, giving us  
whatever you need, by  
person, by name, by  
hotel, by department.”***



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