



## Michel Weber

Manager Shared Services Centres and Transactional Processes

Started & manages financial shared services in Poland & Belgium for accounting operations in 13 EU countries & Mobilexpense worldwide.

*“With Mobilexpense, we have achieved 1M€ in savings on a 9M€ travel spend. 25% is down to simplified administration, the rest is from spend management.”*

- Michel Weber

# Success Story: Recticel

Learn how Mobilexpense has helped Recticel save almost 10% on its travel budget while improving spend management.

## About Recticel

As an international industrial player, Recticel wants to make an essential difference in people's daily comfort. Relying on their skills and profound expertise in the transformation of polyurethane chemistry, they are committed to providing responsible answers to the challenges and needs of our time, and to creating shared value for the company and society at large.

## Some facts

- ✓ Recticel is present in **21 countries**, incl. the US & Asia
- ✓ Operates **53 production plants & offices**
- ✓ Employs over **5.000 people** on 3 business lines
- ✓ European leader in **PU applications**
- ✓ Mobilexpense customer since **2007**



## Pain points prior to implementing Mobilexpense

Prior to implementing Mobilexpense, Recticel spent on average four times as much processing expense reports as invoices.

Manual expense processes and control made the process challenging and allowed fraud to occur within the group.

The group's international dimension required complex VAT and daily allowance management. New countries of operation introduced new reg-

ulatory requirements, which needed to be continuously monitored.

Globally, threats on travel, the rise of credit cards, world health crises and more increased the financial complexity and cost of operating an international company.

For Recticel, this all highlighted the need for solid duty of care and centralised expense management.

## Choosing Mobilexpense

The international nature of Recticel's operations created a high level of complexity, putting the group under pressure. Each country had different systems, currencies, travel partners, and a variety of corporate cards and other providers to consider.

Recticel needed a partner who could integrate these various inputs and provide consolidated outputs at group level.

In the early 2000s, Recticel started looking for a travel and expense (T&E) solution.

The system first selected revealed itself to be unsuited to international roll outs from a technical point of view. The java solution was heavy and hosted internally which made it slow as well as difficult to roll over to other entities.

Following this realisation, Recticel launched a Request for Proposals (RFP) with seven companies in 2007 to select an appropriate international vendor.

Upon selecting Mobilexpense, the initial roll-out took place quickly and in parallel with an ongoing SAP roll-out.



## Objectives & approach

Growing requirements and complexity compelled Recticel to **optimise and automate processes**, including those related to T&E. The aim was to standardise and centralise these processes across the board to improve efficiency and reduce costs.

Recticel needed a solution that would seamlessly **integrate with its ERP (SAP) and different partners in 20 countries**.

The group wanted to manage more than travel expenses with the solution: **corporate credit card providers**, a connection to the **Travel Management Company (TMC)** and **Online Booking Tool (OBT)** and other providers such as **fuel cards, car rental agencies** and **mobile phone subscription operators** were all considered.

Recticel also wanted their solution connected to a VAT recovery agency to increase profitability.

## Solution implementation & challenges

MobileXpense was first rolled out in **2007** in a **Pilot wave of 12 countries in parallel with an SAP roll-out**.

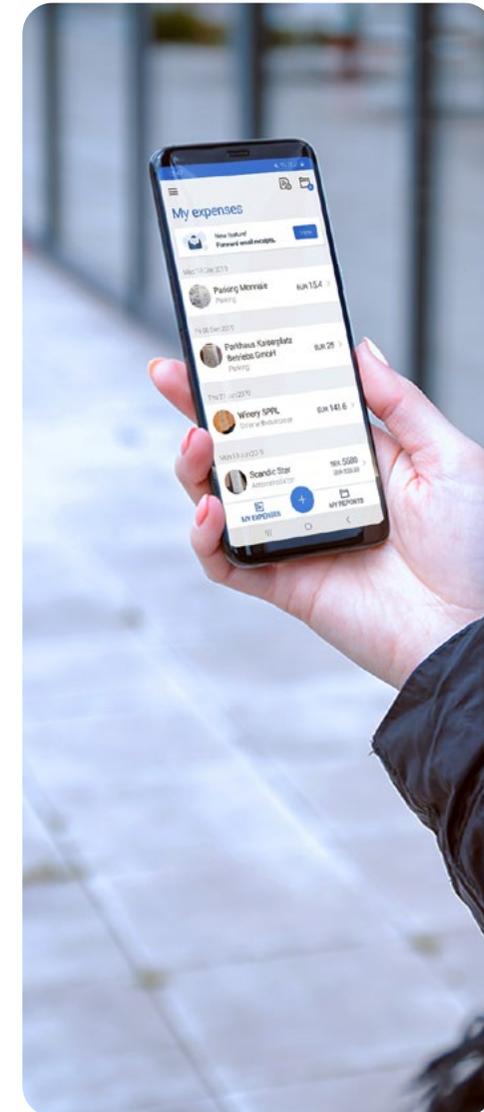
In **2018**, it was rolled out to a further **four countries in less than two months**. And in **2020**, **four more countries** were rolled out.

Rollouts of this scope present challenges. Particularly, Recticel had to deal with the **change management** dimension of each project. Once **Mobilexpense** was deployed in Belgium (the country with the most users), the **master tem-**

**plate was easily deployed** in other countries.

Another challenge Recticel encountered related to data. Integrations with credit card or travel companies were not uncommon, however establishing a **link with mobile phone operators and fuel companies** was more difficult.

As an **open solution**, **Mobilexpense** was up to the challenge and able to integrate all the required data sources.



## Mobilexpense and Recticel - Success factors

Mobilexpense centralises Recticel's T&E operations in **20 countries**.

The solution serves **1.200 users** and processes **12.000 expense reports a year** for a total spend of **9 million euros**.

Today, Recticel and MobileXpense have a strong partnership, cultivated over the last **10+ years**.

MobileXpense ensures **T&E automation in alignment with Recticel's defined strategy**. The solution allows for a **faster roll-out** in a shorter time-frame, making it **more cost-effective**. Changes are made as required by the markets being rolled out.

Recticel also benefits from MobileXpense's extensive capabilities regarding **tax and compliance**. The group fully relies on Mobilexpense for this specific, in-depth know-how.

Michel Weber identified several **success factors** for a global roll-out such as Recticel's:

- ✓ **Standardised procedures** to ensure adherence to company policy and make it easy for users to identify an expense as either business or private.
- ✓ The possibility for individuals to operate the solution in their own **language and currency**.
- ✓ **Transparency with the individualisation of costs**. By individually allocating each person's costs from a group invoice (e.g. mobile subscriptions), you ensure **enhanced accountability**, easier accounting, and **stronger controls** on these costs.



## Benefits

Michel Weber explains: **“On the 9 million euros of spend** managed by the system, we have achieved 1 million euros in savings thanks to MobileXpense. **Simplified administration accounts for 25% of these savings:** an automated system instead of a manual one, integrated purchasing cards, online travel booking instead of offline.”

He add “The rest is down to **spend management** – it is key and represents **75% of the savings** we have achieved so far. You empower your people to use tools with **embedded savings**, even improving traveller experience. And with regards to flights, you gain control over small changes such as earlier bookings, alternative routes, etc. **Just booking a flight 14 days in advance can reduce the average cost of flights by 13%.**”

Having all this data available in Mobilexpense allows the group to manage spend more effectively. Which is why **excellent connectivity with data providers** is key. The group also believes that it is crucial for individuals and managers to control spend as much as possible, creating **accountability**.

Where expense reports used to cost four times as much as invoices to process, they now cost a little over half as much. With Mobilexpense deployed in 20 countries, **Recticel spends only 3,2€ to process an expense report**, regardless of the number of lines. The solution has brought the **administrative cost of an additional line - paid by credit card - down to nil** versus 5,3€ for an invoice (average cost of processing an invoice at Recticel).

Further to that, Recticel has found that automated travel and expense management **supports duty of care efforts**. When COVID-19 hit, Recticel was able to effectively **manage costs and create a travel ban thanks to the travel approval module**. In-app notifications were used to inform users that travel had been halted and remind them to cancel reservations, allowing Recticel to **recover costs**.

## Curious about how your business can benefit from Mobilexpense?

Book a call with our advisor

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Talk to an expert