



CASE STUDY

**GLOBAL PETROCHEMICALS COMPANY**

*Corporate Card Solution*

*intuitive, intelligent, innovative...*

A decorative graphic in the bottom right corner consisting of several rounded, irregular shapes in shades of grey, black, and red, arranged in a roughly triangular pattern pointing downwards.



## The Client

A leader in the provision of energy and petrochemicals, this global giant employs over 100,000 people worldwide with operations in over 130 countries.

A firm belief and vision that oil and gas will still be an integral part of global energy needs in the future, this highly respected organisation aims to deliver energy in an environmentally and socially responsible way.

Continually seeking high standards of performance, maintaining strong long-term relationships, growing their position in the competitive market and ensuring a more efficient and sustainable use of energy and natural resources is, and will always be, their key aim.

## The Challenge

*To implement a world class set of procedures that would support the needs of their travellers, while ensuring fiduciary obligations as one of the world's largest companies was met.*

With over 50,000 members of staff being routine travellers engaged in virtually every task imaginable, the monumental scale and complexity of managing their travel expenses was not hard to envisage.

In order to overcome the challenges facing energy production and consumption (such as finding the resources and infrastructure to meet future demand, and dealing with the carbon problem and its related opportunities), travel and therefore, travel related expenses such as car hire, accommodation, incidentals and flight costs were a necessity.

From their Geologists in Alaska and their Planning Engineers in the United Kingdom to their Financial Accountants in the Netherlands and their Geochemists in Malaysia - all in constant motion around the world, 24 hours a day, 365 days a year, it was no wonder that managing expenses had become a huge issue .

With a view to combatting the problems they were facing (related to the magnitude of travel related expenses), the organisation took the initiative to identify a business case.

In particular, their business case objectives included –

- Improved financial controls;
- Process standardisation;
- Consolidated travel data leading to improved negotiations with suppliers;
- Volume based commercial incentives from suppliers;
- Reduced administration costs and rationalisation of shared service centres;
- New strategies for employee reimbursement.

## The Approach

*With an aim to change and improve the way that travel and entertainment management was handled, the organisation established a global project office in London, together with a series of regional teams around the world.*

Their first objective involved tendering for a global credit card supplier. In a trend setting deal, the tender was won by a leading multinational bank.

Next, the project office searched for a technology platform, or more specifically, an expense management solution.

Having an existing localised relationship with Inlogik, a leading provider of expense management solutions worldwide, the organisation felt that Inlogik would be a suitable potential partner for a global roll out.

## The Solution

*ProMaster Enterprise, Inlogik's flagship expense management software solution, was chosen as a key component of the overall technology platform.*

It was determined that the two key tools required to implement the vision were:

1. A single global corporate credit card for use by all authorised employees, and
2. An expense management solution, without which the deployment of the credit card would not be viable.

The organisation recognised that an efficient expense management software solution could save them millions of dollars in administration alone, not to mention the potential saving in direct travel costs.

ProMaster Enterprise was incorporated into the technology platform because it could –

- Support the 3 layer hierarchy of the credit card project;
- Deliver the required functionality;
- Provide a sufficiently cost effective solution so that it would not imperil the business case cost/benefit;
- Be rolled out rapidly, thus meeting one of the critical success factors of the project;
- Be supported from a central administration and information technology support centre (despite being deployed in almost every time zone).

In order to be successful, Inlogik was required to support the multi-layered architecture of the program, as designed by the project team. At the top layer, a global blueprint was conceived, which standardised the travel and low value procurement procedures.

The intermediate layer was a country level blueprint, which addressed the tax and legislative requirements of the relevant geography. Finally, the bottom layer was an Operating Unit blueprint, which addressed the unique requirements of the local company or group of companies (eg. ERP posting).

Working closely with the organisation, as well as the selected credit card provider, Inlogik successfully delivered the ProMaster solution in accordance with the global multi-level requirements.

Once built by Inlogik and implemented through collaboration with the project office and regional offices, the solution was handed over to a centralised support centre in South East Asia. This team then worked with Inlogik's various offices to ensure that it continued to meet the needs of each business according to a set of service level agreements.

## The Outcomes

*All set objectives were met (and in some cases exceeded) within the first year.*

The benefits of such a large scale project can only fully be realised over some years, however, within the first year of ProMaster's delivery, some of the business case objectives came well within sight, including –

- The rapid rollout of global corporate cards onto the ProMaster platform. Regions were prioritised according to their ability to meet the organisations volume objectives (15,000 card holders were brought on line in the first 12 months);
- Improvement in financial transparency and control;
- Process standardisation.

Such was the success of the project that the organisation decided to accelerate the implementation of ProMaster, bringing card holders in additional countries onto the ProMaster environment in order to maximise the progress being achieved.



## **About Inlogik**

Commencing operations in 1992, Inlogik, an Australian owned and run company, has grown to become a leading provider of spend management software solutions worldwide.

Inlogik's innovative and intuitive solutions allow organisations to process their spend data more efficiently, lower administration costs, ensure a greater degree of financial transparency and enable in-depth spend analysis. Inlogik service a wide range of clients ranging from charity organisations and multinational corporations to government departments and small/medium enterprises.

With solutions implemented in more than 40 countries around the globe, Inlogik continue to innovate and develop their product range to suit and exceed industry demands.

## **About ProMaster**

ProMaster is Inlogik's flagship expense management software solution that offers superior management control and transparency for all high volume transactions, including travel and entertainment expenses and procurement card enabled purchase-to-pay.

Offering deep financial systems integration, while still providing companies the flexibility to support individually tailored policies and procedures, ProMaster is the ideal expense management solution for organisations of any size.

**For more information on ProMaster please feel free to call us on 1300 764 936 or email us at [sales@inlogik.com](mailto:sales@inlogik.com).**

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