

SAP Travel Management with Amadeus

Sales & e-Commerce



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After three years of operation we believe that the strategic investment in SAP Travel Management with Amadeus has been a major success. Overall, the travel management system handles approximately 35,000 travellers making 210,000 trips per year. Compliance has increased dramatically from 50% under the previous pre-approval system to over 90% in 2004. Overall, we achieved a saving in direct costs of \$5.6 million per annum, while the indirect or 'process' cost per trip has decreased by 50+%. ”

Florian Tinnus
Daimler Chrysler

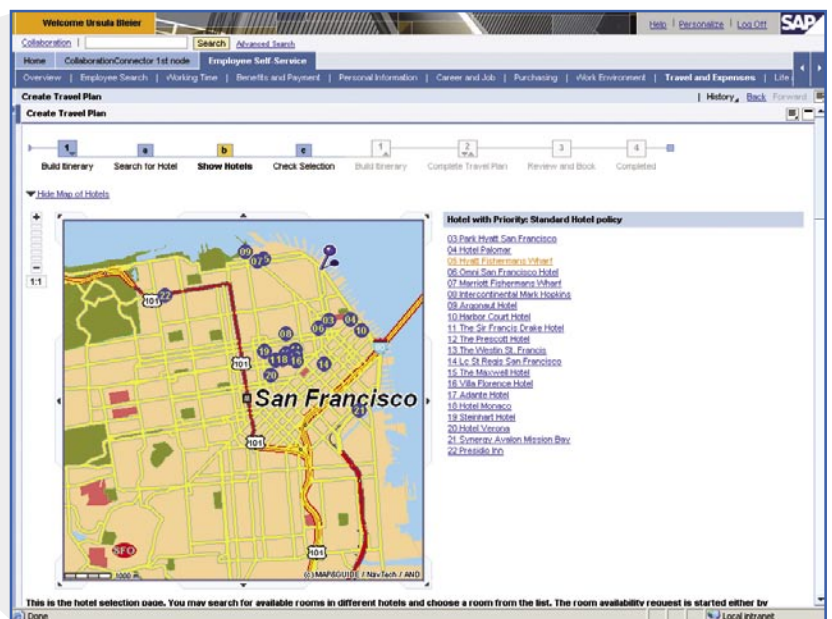


Seamless integration for a true end-to-end Travel Management Solution

SAP Travel Management with Amadeus

- > links the business traveller, travel management company, travel manager and finance officer in one smooth continuous workflow.
- > optimises processes from pre-trip approval and booking right through to expense reporting and data warehousing.
- > lets employees use their personalised SAP workspace to plan, book and rebook travel online.
- > ensures that employees are reimbursed for travel expenses quickly and accurately.
- > drives high employee adoption rates and travel policy compliance.
- > serves as a single consolidated information source for all travel related expenses with sophisticated reporting tools.
- > enables savings of up to 30% of companies' total annual travel expenditure.

In short SAP Travel Management with Amadeus goes beyond simply booking a business trip to obtaining more value from an entire business process in your organisation.



Airport and hotel mapping facilities



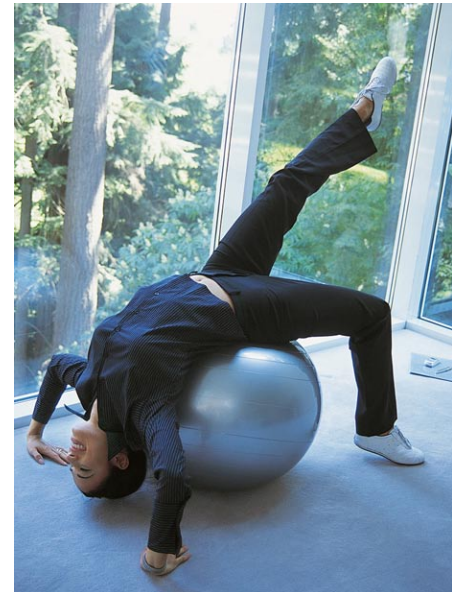
SAP and Amadeus jointly operate a Competence Centre, uniquely dedicated to ensuring the development and maintenance of SAP Travel Management. Amadeus is an SAP Content Partner.

For a truly integrated travel management programme

Through SAP Travel Management with Amadeus your travellers have access to complete travel content and planning tools via a personalised SAP Employee Self Services workspace. Taking employee master data from mySAP ERP Human Capital Management, the system automatically identifies the travel profile of a given employee, including the travel policy that should be applied to the individual, pre-determined travel preferences and frequent traveller details. These are then applied as the traveller books a trip. The traveller can maintain these default preferences or update them on a trip-by-trip basis, with SAP always ensuring that travel policy is respected. Travel approval is managed using rules, exception reporting and escalation procedures, all of which can be flexibly structured and modified to support individual travellers.

Before the trip employees have access to advanced content and information like geographical maps for hotel and airport searches, hotel images, road maps, and seat maps with information on colleagues on the same trip. Travellers book within corporate travel policy and at the lowest fare available. Frequently-used itineraries can be saved as 'Quicktrips'.

After travelling employees find an expense report pre-populated with data from their booked travel plan and can add automatic credit card feeds, per diems, mileage charges and out-of-pocket expenses. Management reports include project and cost centre codes and unique identifying details for receipt tracking. Finally, SAP Travel Management recognises employee bank details in order to reimburse expenses.



Key benefits of SAP Travel Management with Amadeus as experienced by DaimlerChrysler

- > Integrated self-service booking and travel expenses via a quick and paperless electronic workflow.
- > Complete synchronisation of online and offline transactions, supporting the single point of contact and 'one stop shopping' philosophy for the traveller.
- > Consolidated data repository offers travel management transparency, control and detailed reporting.
- > Creation of unique profiles in SAP and export of profiles to Global Distribution Systems (GDS).
- > Seamless integration with existing HR and Finance systems: feeds financial systems for both accounting and employee reimbursement.



Expense management integration - pre-populated post-trip expense report

Online and offline travel planning - synchronised

Reservations are queued automatically to your travel management company for fulfilment, integrating perfectly with existing processes.

For complex itineraries where travel consultant assistance is necessary, created trip plans or modifications are automatically synchronised back from the travel management company into SAP Travel Management.

Online, the traveller can then access and modify reservations made offline through the travel management company prior to ticketing, ensuring efficient processing of last minute itinerary changes.

Likewise financial managers can quickly access consolidated online and offline data through a single source.

Integration with expense management

With SAP Travel Management post-trip accounting and expense authorisation is efficient and cost effective and reconciliation with your travel management company invoices is facilitated thanks to features like:

- > compliance of your company and statutory rules on reimbursement.
- > automatic recognition of cost centres for assignment of travel expenses.
- > automatic recognition of employee bank details for expense reimbursement.
- > automatic pre-population of post-trip expense reports with travel plan itinerary details and corporate credit card information which can be supplemented with expenses incurred during the trip.
- > automatic inclusion of per diem and other allowances, advances and mileage charges.

Leverage your IT investments

Customisable to fit in with your specific travel administration set-up, the tool can be integrated within SAP's own workflow solution or linked to third party databases.

Travel approval is managed using rules, exception reporting and escalation procedures, all of which can be flexibly structured to support the way your corporate policy applies to each traveller.

For maximum flexibility, you can easily customise the travel planning module and input travel policies, select pricing options and create local hotel catalogues. These policies can then be seamlessly modified as business requirements evolve, including the addition of new provider agreements.

Return on Investment (ROI)

With Amadeus and SAP's combined experience in implementing SAP Travel Management, corporations can attain up to 30% reduction in travel-related costs, ensuring fast and effective returns.

SAP Travel Management with Amadeus provides ROI in the following ways:

- **An efficient self-service culture:** SAP Travel Management with Amadeus drives efficient self-service - its friendly user-interface and useful features encourage quick adoption and continued usage.
- **Administration:** Automation of processes and workflow dramatically reduces indirect costs as administrators, accountants, assistants, fulfilment consultants and travellers alike spend less time on low value-added tasks.
- **Policy enforcement:** Real savings can be made on every business trip as negotiated fares are applied on a systematic basis. In addition the automatic enforcement of travel policy means that time you spend applying policy to travel requests is minimised, as is the time spent by supervisors on authorising travel requests.

- **Negotiation leverage:** Through the reporting solution integrated in SAP, you can use pertinent and timely data to negotiate advantageous contracts with travel service providers. Furthermore, your travel management company benefits from automation of tasks and can use the time freed to perform value-added activities for you such as travel policy optimisation and negotiation. Reporting capabilities allow for fast and effective analysis of your corporation's consolidated travel spend and trends, strong negotiating arguments when procuring company-specific rates and discounts with travel providers.

High adoption rates: Leveraging proven expertise in implementation project management and adoption strategies, Amadeus and its partners can ensure rapid optimisation of SAP Travel Management and a high usage rate throughout your organisation. To ensure that you thrive beyond 'go-live', Amadeus provides consulting services through dedicated teams that provide comprehensive services to help you achieve success.



The easy-to-use interface drives efficient self-service and rapid adoption



To ensure that you thrive beyond 'go-live', Amadeus provides consulting services through dedicated Account Consulting and Education Services teams that provide comprehensive services to help you achieve success.

Key features

The content you need

- > Live booking access to:
 - over 500 airlines including **75+ low cost carriers**.
 - some **61,000 hotels** worldwide.
 - 42 car rental companies serving 30,000+ rental locations.
 - key rail operators.
- > Integration of corporate or TMC-specific **negotiated contracts/rates** with travel providers.
- > **Maps** for hotel and airport searches as well as road maps.

A user-friendly solution

- > **Hotel images** and mapping capabilities.
- > Association of specific **company locations** to IATA codes.
- > **Advanced flight information:** electronic ticketing, punctuality rates, total flight time vs. total trip time.
- > **Easy pricing:** Amadeus' low fare search technology guarantees maximum value.
- > **Seat plans:** book your preferred seat; see seats reserved by colleagues.
- > Ability to save frequent trips as '**QuickTrips**' for future reference.
- > Automatic identification of **traveller preferences**; default values for frequent travellers.

Travel policy control

- > **Flexibility:** adapt the technology to your travel policies and not vice versa.
- > Associate specific policies for specific trip reasons (e.g. Meeting vs. Conference).
- > **Customise workflow** for specific practices and policies (eg. pre-trip approval vs. post-trip auditing).

Integration and Reliability

- > Standard SAP architecture for **easy maintenance** within the wider SAP environment.
- > Options to benefit from either a client-server or an ASP solution.
- > A **secure environment** with capabilities for SSL encryption and single sign-on.

Administration and Reporting

- > **Seamless integration of all business travel-related activities with the MySAP ERP infrastructure** (planning, booking, offline/online expense and travel policy management, MIS reporting).
- > **Offline synchronisation:** changes made by your TMC are included in the SAP Travel Plan.
- > Efficient post-trip expense **accounting and reimbursement**.
- > **Comprehensive reporting:** a wide range of standard and custom report options.

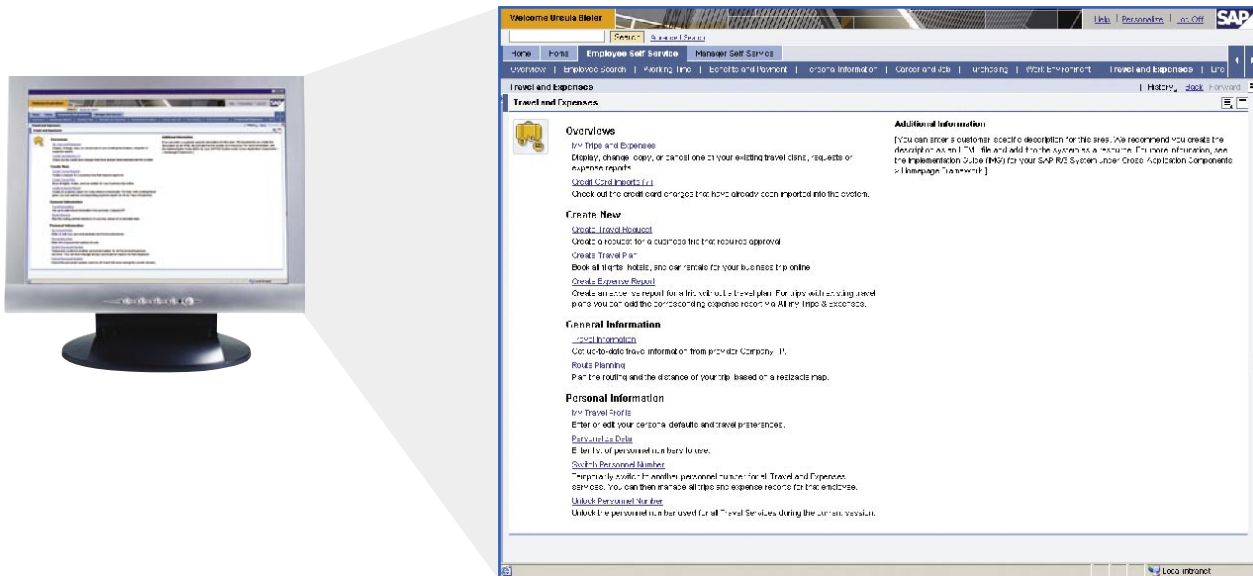
The benefits in a nutshell

SAP Travel Management with Amadeus

- > Gives unparalleled booking access to air, car, hotel and country-specific rail content all through its direct interface with Amadeus.
- > Drives a self-service culture with low training efforts. Its friendly user-interface and useful features encourage quick adoption and continued usage.
- > Helps streamline pre-trip approval processes.
- > Helps enforce travel policy compliance ensuring travellers select cost-cutting company-preferred travel options.
- > Connects seamlessly with mySAP ERP Financials and mySAP ERP Human Capital Management as well as the datawarehousing solution of mySAP Business Intelligence.
- > Helps accelerate the reimbursement cycle and facilitates expense control supporting receipts, allowances, cost assignments, credit card clearing and more.
- > Can be integrated within SAP's own workflow or linked to third party databases. Its flexibility and extendibility help leverage your existing IT investments.
- > Powerful reporting and analysis tools - including 25 standard reports for travel planning and expense management - give greater transparency on volumes and costs giving you better control and negotiation power.
- > Available in more than 30 languages and configurable internationally in all its elements, SAP Travel Management makes for efficiency and control at both global and local level no matter where you operate.

Ideal for corporations using SAP as an ERP solution

- > Integration of travel planning, booking and expense reporting within SAP.
- > Fully synchronised reporting for online and offline bookings in SAP.



Integrated employee access to travel planning and expense management tools via mySAP

Strength of Global Partnership

SAP, the world's leading enterprise software vendor, and Amadeus the world's leading travel technology provider have been partners since 1997 when they set out to co-develop a travel management solution that today, counts some of the world's leading companies as customers, including Bosch, Daimler-Chrysler, Merck, the Commonwealth of Pennsylvania, and Telecom Italia.

SAP and Amadeus jointly operate a Competence Centre, uniquely dedicated to ensuring the development and maintenance of SAP Travel Management.

Amadeus gives users of SAP Travel Management access to its proprietary content database – one of the world's largest private data networks - as well as options to access third party content sources.

Amadeus' adoption, training and implementation programmes, combined with 24/7 global customer service and easy-to-use corporate solutions deliver the industry's highest adoption rates.

For more information visit www.amadeus.com/corporations

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