

Leoni's implementation of a travel and expense solution



LEONI



About Leoni

The German cabling company Leoni is one of the biggest and most international strategic suppliers to the automobile industry.

The enterprise employs 450 people in France and more than 60,000 people worldwide across 33 countries.

Leoni's travel program

The principal objective of the French pilot program was to empower travelers.

Number of travelers in France: 250, including both regular travelers and those who travel less than once a month.

Destinations: Usually other Leoni sites including the German headquarters.

Key partners: AirPlus (corporate account); KDS (Travel & Expense tool); Carlson Wagonlit Travel (Travel Management Company).

An enterprise culture aligned with KDS

Among the ongoing challenges Leoni faces are the pressures to manage costs, and to manage the supply chain from supplier to client across all the processes involved in the manufacture of their products.

A culture of innovation: Leoni strives to be at the cutting edge in all aspects of their business, innovating constantly.

Using KDS, we implemented three modules: a first trip module whereby users organise their trip, then reserve and issue tickets; a second module to submit expenses; and a third billing module through which I can reimburse my colleagues and pay my suppliers

Jean-Paul Magnier,

Leoni's Purchasing and Cost Optimization Director for France.



Leoni's challenges and objectives were met by KDS



Empowering the traveller:

KDS Neo shows the itinerary from door to door, along with possible adjustments and the total cost of the trip, allowing users to fully understand the impact of their choices.



Easy to use:

Leoni needed a tool that was suitable for experienced and occasional travelers alike: the solution's intuitive interface was key to maximizing adoption among users.



Flexibility:

Leoni's sophisticated policy structure requires a tool that can adapt to their policy configuration, with an administration suite that allows the enterprise to respond quickly to specific scenarios which were not formalized in the initial specification..



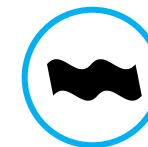
A faster, more effective travel program management:

Neo automatically filters the "end-to-end" itinerary according to company travel policy, ensuring that users select a trip optimized for cost and efficiency.



Cost reduction:

When Leoni's reservations moved online in 2012, their goal was to reduce travel agency spend. With KDS Neo, they aimed to reduce overall spend on travel.



Collaboration with Carlson Wagonlit:

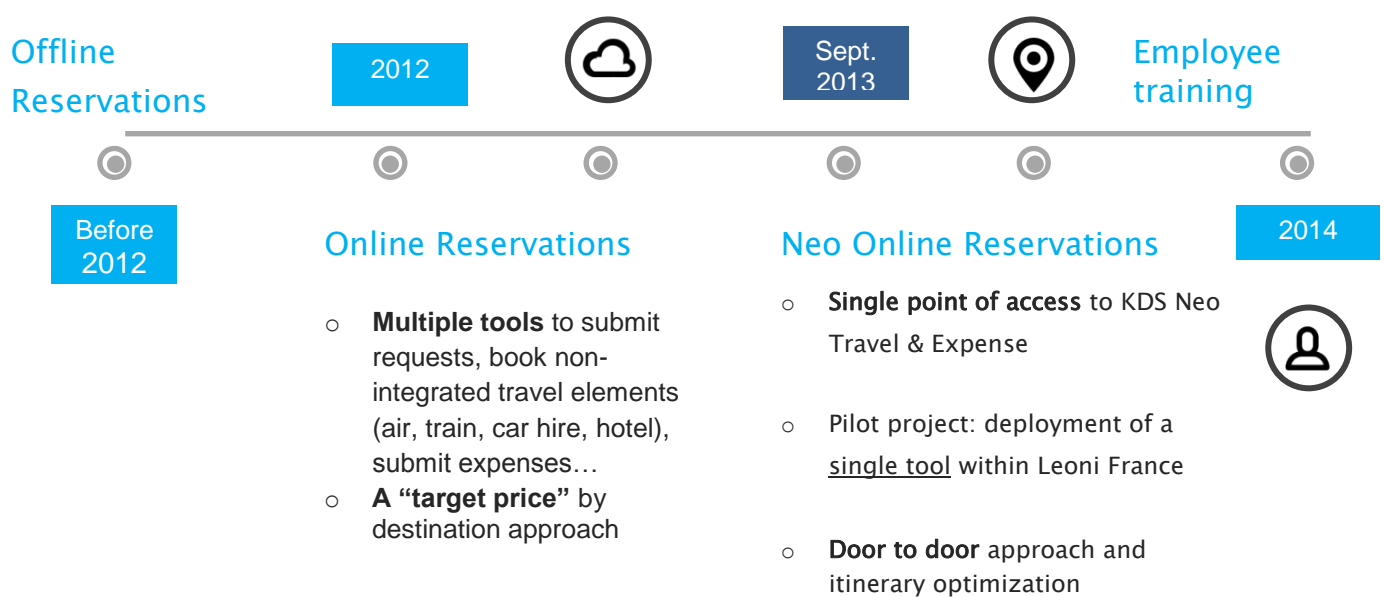
Leoni wanted to maintain its relationship with travel agency Carlson Wagonlit Travel, so KDS' existing partnership with CWT added value to the project.



Using mobile to simplify pre- and post- trip processes:

- Approval: Neo's mobile application allows managers to approve their colleagues' requests at any time, including while they are traveling themselves.
- Submitting expenses: With Neo Expense, travelers create their expense reports during their trip by digitizing their receipts with their smartphone, and collecting all relevant information on their return with one click.

The evolution of business travel management at Leoni



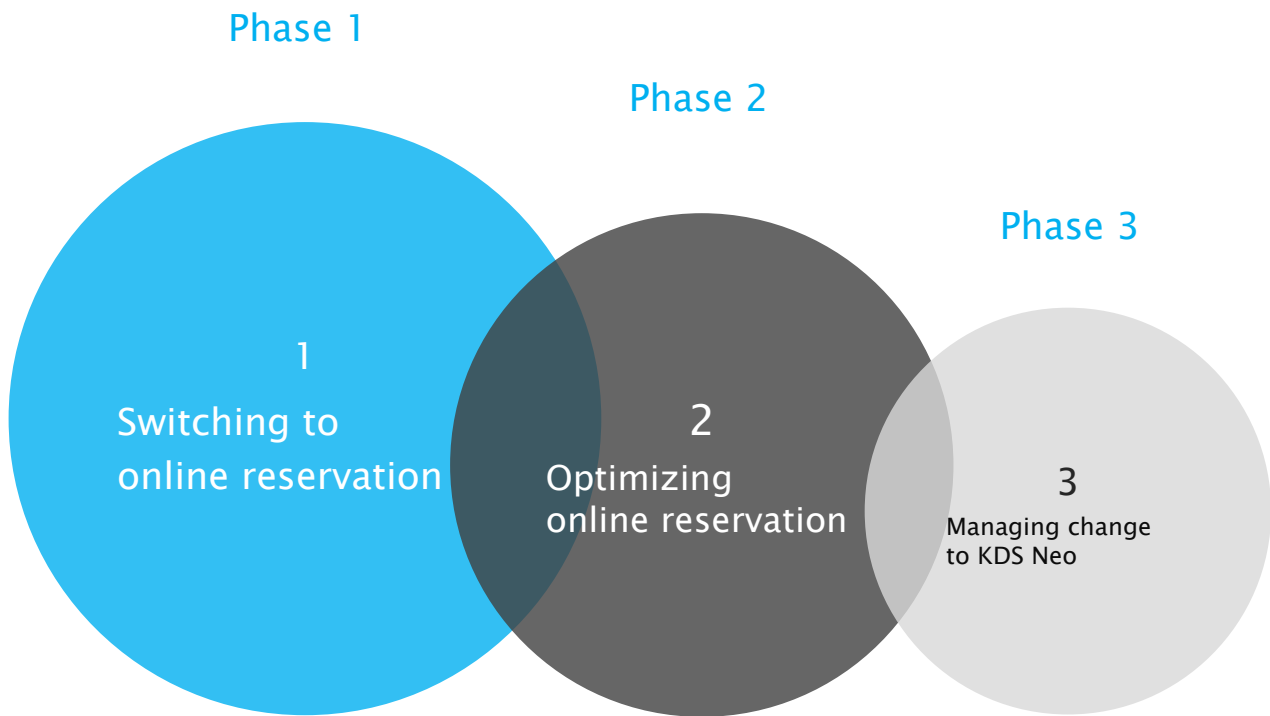
What has changed with KDS Neo's implementation?

- Leoni's users have a **single tool** to manage all of their business travel, from reservation to expense claim submission.
- **Neo breaks with the traditional e-commerce approach** whereby the traveler chooses from long lists of flights and hotels. Now, in a few clicks, they can visualize the whole of their journey: they can see their destination with Street View; they get the door to door cost of their trip including estimates for taxis and other expenses, such as meals; the proposed itinerary conforms to company policy, is adjustable, and can be reserved instantly.

A different approach to booking business travel:

KDS' approach is very interesting. The basic questions travelers need to answer are fairly straightforward: "Where do I want to go, what day and what time is my meeting?" Neo is both innovative and logical. As with all simple ideas, you need to start with the right question. KDS is certainly the first company to ask itself "What does the traveler need?"

Jean-Paul Magnier



01. Valuing Employees

Following the launch of online booking, every traveler whose reservation was consistent with the “target price per destination” received an automated congratulatory message via CWT Program Messenger.

02. A Business Process Approach

As part of a drive to optimize overhead costs, including business travel, Leoni analyzed the processes involved so they could distinguish between value-added and non-value-added tasks during the time spent reserving a trip. That allowed them to prioritize their requirements so that KDS could properly address them.

03. Pilot Teams

Executive assistants became “ambassadors” who relayed information back to their teams and encouraged users. They took on extra responsibility because they were often in contact with travelers and understood their needs.

For end users / travelers

- an intuitive tool that is fast and easy to use
- an innovative door to door approach to booking which optimizes the itinerary according to the user's needs
- an increased sense of empowerment and responsibility, as the traveler now has control over their booking, their itinerary and their travel experience
- a unified reservation and expense management tool, which allows users to pre-complete their expense reports, saving time across the whole travel administration process

For the travel manager / purchaser

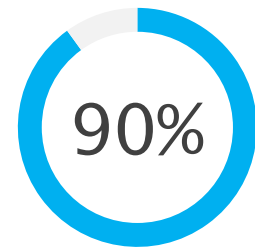
- reduced resistance to change thanks to a tool which offers travelers viable alternatives while cutting out superfluous choices and saving time
- increased user satisfaction, particularly amongst generation Y who embrace innovation
- increased accountability amongst users, who are confronted with the cost-implications of their choices through the tool's "visual guilt" techniques
- reduced air spend of around 25%

For management

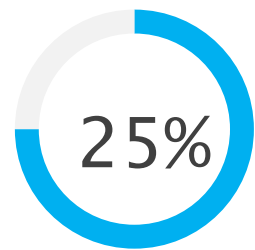
- significant time saved booking trips and managing expenses leads to increased productivity
- a global view of the cost of travel enables cost/benefit analyses related to the purpose of trips taken
- a streamlined approval process over mobile allows supervisors to approve trips at any time, ensuring fewer preferential tariffs expire
- reporting broken down by cost centre supports better-informed decisions

For the accounts department

- a simpler, quicker and more cost-effective process for claiming expenses
- the automated reconciliation process allows accounts to compare estimated expenses against those actually claimed
- fully integrated into enterprise systems



Online Adoption



Reduction in air spend, thanks to "visual guilt" techniques: the traveler sees the impact of their choice.



Time saving

Travel decisions take less time, because fewer choices are offered.



Fewer trips taken: the total cost of the trip is estimated upfront, before approval is sought, so fewer requests are submitted.

The advertisement is a large-scale digital display on a building facade. It features a central smartphone graphic showing a mobile application interface. The interface includes:

- Calendar View (Top):** A vertical list of times from 10AM to 12PM. Activities are color-coded: 10AM (Meal), 12PM (Lunch), 2PM (Dinner), 4PM (Dinner), 6PM (Wifi), 8PM (Wifi), 10PM (Wifi), and 12PM (Wifi).
- Map (Middle):** A map showing a route between two locations, with a distance of 159 miles. A 'Compliant' status is indicated.
- Flight Booking Screen (Bottom):** A detailed booking interface for a flight. It shows a 'Book' button, a 'Total' cost of 1,717 EUR, and a 'Flight Price' of 159. A pie chart below the flight details shows a 7.7% share.

The KDS logo is prominently displayed in white on a teal background at the top and bottom of the advertisement.

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