



## **SAP Concur Case Study**

Concur® Expense, Concur® Travel and Concur® Request

# **Daimler Truck Innovation Center India Private Limited Self Service Online Travel Booking**

## Quick Facts

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**Company Name**

Daimler Truck Innovation Center India Pvt. Ltd.

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**Headquarters**

Bengaluru, India

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**Industry**

Automotive – R&D

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**No of employees**

2300+

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**Website**

[daimlertruck.com](https://daimlertruck.com)

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DAIMLER TRUCK

## About DTICI

DTICI, based in Bengaluru, India, was founded in 2021 as a captive unit supporting Daimler Truck AG in Research, IT, and Product development. A global hub, their team specializes in cutting-edge CAE simulations covering Crash, CFD, and Fuel cell topics. With advanced software tools and labs, they focus on Connectivity, Autonomous, Cyber Security, Big Data, Advanced Analytics, and System Integration.

Their design experts craft top-notch products defining the Interiors and exteriors of Trucks and Buses. A vital hub for digital dependencies in product development, DTICI is a major center outside Germany with 2300+ skilled engineers, collaborating closely with global Daimler units and brands.

# Business Challenges:

- Policy eligibility or limits was a manual check
- Price can vary due to turn around time taken by agent
- Offline comparison of costs, flight options etc and limited visibility to travelers
- Availability/blocked reservation may get cancelled by the airline due to time limit & not available for rebooking
- Employee contacted BCD by email/phone for bookings
- Human error caused wrong dates/flights during booking process

## Why SAP Concur?

- Integration of travel expenses management into the existing tool.
- Mapping HR database within SAP for streamlined processes.
- Comprehensive integration of Request, Travel, and Expense functions.
- Individual profiles housed within Concur for personalized user experience.
- Real-time availability of flights, hotels, and car options with pricing in the Online Booking Tool.
- Effort reduction for employees through efficient online booking, available 24/7, enhancing overall employee experience and satisfaction.

**// We've been collaborated with SAP for a long time and been using the SAP products. The support is amazing and seamless. The products are top-notch and have proven to be extremely useful in our business. //**

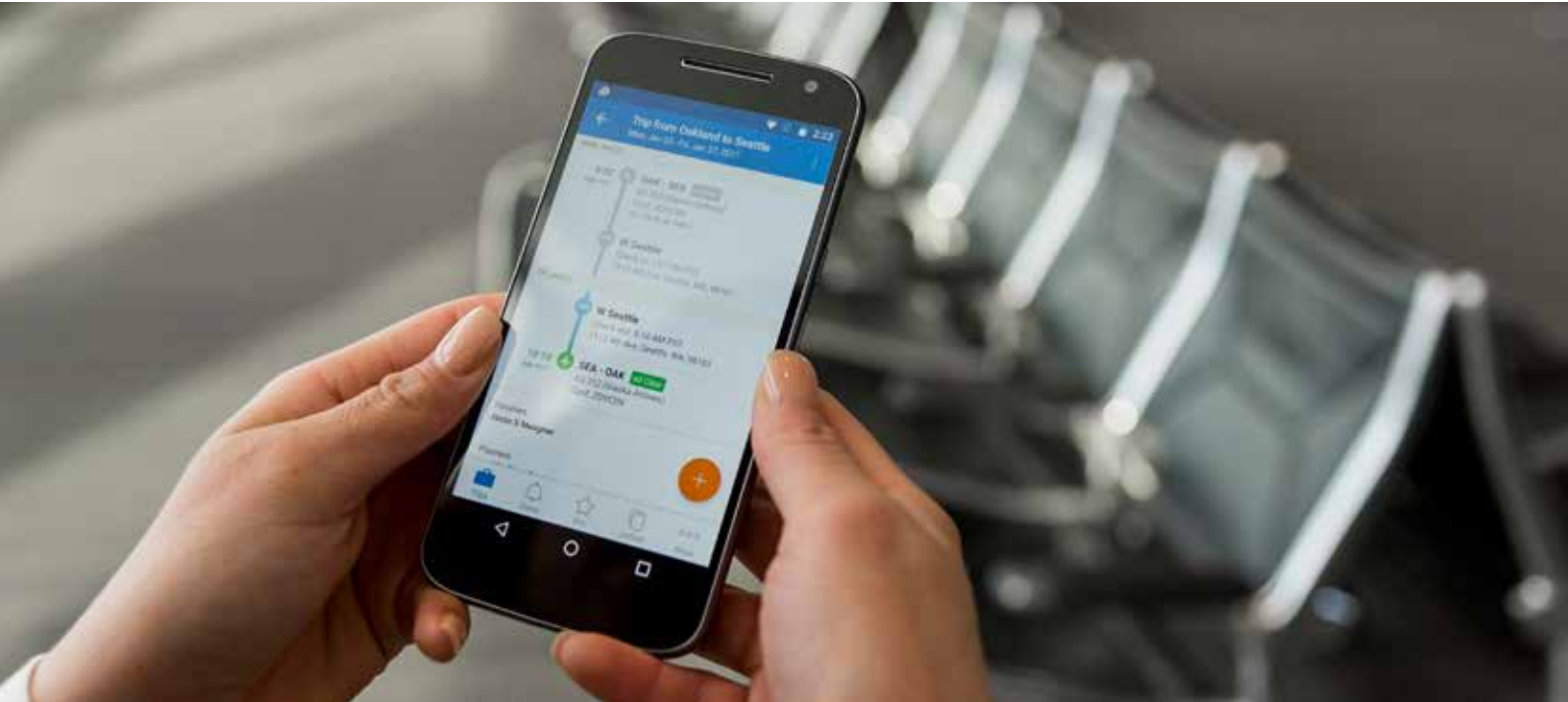


**Faraz Ahmed**

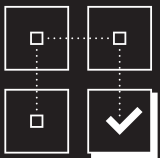
Solution Architect- Solution IT, DTICI

# Project Objectives and Use Case Details

SAP Concur's online booking software transformed the travel booking experience for DTICI's employee by allowing them to effortlessly book flights and hotels 24/7. The implementation saved time and reduced cancellations. Integrated eligibility aligned with policies, offering clear visibility into in-policy and out-of-policy options. The tool's flexibility notified managers for bookings outside policy. Users gained insights into fare regulations, thus facile selection between refundable and non-refundable options. Hotel options displayed rates with amenities. This has enhanced the overall booking process for DTICI's employees.



## Process Transformation: Before vs. After SAP Concur



### Before Integration:

Travelers used to contact agents via email or phone for flight and hotel details. Agents provided options with fare regulations and time limits. After travelers made selections, agents booked flights or hotels, confirming via email. Any deviations were addressed through email communication.



### After Integration:

The Online Booking Tool offers real-time availability and pricing for flights, hotels, and cars. Users can select preferred options, distinguish refundable from non-refundable fares, and access fare regulations. Reservations are sent to the agent queue for ticket booking, and deviations are handled within the tool.

# Outcomes Snapshot: SAP Concur's Impact at DTICI

## Business or Social outcomes:

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- **Enhanced employee satisfaction:** Clear view of flight and hotel options for budget-aligned booking.
- **Booking convenience:** Booking flexibility based on personal needs and company preferences.
- **Elimination of travel agent dependency:** Real-time tool access moderates the need to approach travel agents for options.

## Business Outcomes Achievement:

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- Eliminated time spent on contacting BCD via emails/phone
- Streamlined booking process with real-time availability
- Reduced average booking time from 6 hours to 30 minutes
- All employees now have access to a self-service portal for ticket bookings

## Finance

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DTICI Finance streamlined travel booking with SAP Concur integration:

- Budget-aligned hotel limits integrated
- Enhanced pricing control within & outside policy
- Reduced agency service fees
- Achieved a 25% decrease in average ticket cost

## People Related – Personal Perspective

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With SAP Concur integration, DTICI's employees can now book their travel online, eliminating the need to contact the travel helpdesk via email or phone. The integration has led to streamlining the booking process, saving time, and reducing the risk of cancellations or increased costs due to time constraints. It has improved efficiency benefits for both - employees and the company.





**//** The SAP Concur Travel Model has been implemented across Daimler Truck, moving the organization from a manual process of booking tickets to a completely digital version. Now, employees can book their tickets, make hotel reservations, and book cabs online. It has been a wonderful experience for the customers at DTICI. I thank the entire SAP Labs team for their very collaborative approach with DTICI. **//**



**Ramnath Shanbhag**

Program Manager – HR -IT

## Status

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**60%**

travel has moved from Offline booking mode to Online booking mode

**25%**

reduction in average ticket cost

**90%**

reduction in time required to make a travel booking

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