



SAP Concur 

SAP®Concur® Case Study with HCL Technologies Ltd | PUBLIC  
Concur®Request, Webservices and Indirect Travel

# HCL moves towards a seamless travel process, becoming ready for a better tomorrow

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THE BEST RUN



# Quick Facts

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**Company Name**

HCL Technologies Ltd

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**Solutions**

Concur Travel  
Concur Request  
Webservices

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**Industry**

IT and IT-enabled Services

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**Company Size**

150,000+ Employees

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**Location**

Corporate headquarters in Noida with offices worldwide

HCL Technologies handled its corporate travel bookings manually with different departments at the company, working with varied suppliers—all via email. The process was tedious and economically non-optimal. Given the unique demands, HCL partnered with SAP Concur and transformed its travel management process, setting industry benchmarks.

## About HCL Technologies

HCL Technologies is a next-generation global technology company with a worldwide network of R&D, innovation labs, and delivery centres. Its employees across 40 countries serve leading enterprises in key industries. HCL Technologies' clients include 250 of the Fortune 500 and 650 of the Global 2000 companies.





## A Complicated Corporate Travel Plan

With clients and employees spread across continents, corporate travel is a crucial function at HCL Technologies. The company used to work with over 10 suppliers for booking air tickets and hotel rooms for its employees. The vast operation was handled manually where the operations team and employees engaged with suppliers over email. This made the process time consuming and inefficient.

For instance, given the dynamic nature of ticket pricing, there was a high chance of costs increasing by the time the email communications went through, approvals came in, and bookings were made.

The manual process also ran the risk of human error and lack of transparency as there was scope for vendors to push their preferred rates instead of what was best for the company.

“Different departments of the company were using different platforms for travel booking, which made it hard to get an overall picture of total spending. We needed to consolidate all service providers and deploy a tool that could be accessed online from across geographies.

Another shortcoming of the existing system(s) was that it did not communicate with HCL Technologies existing internal pre-trip approval tool TAS. Change was needed as early as yesterday,”

**Binayak Singh,**  
Head - Operations & Procurement Support -  
Global Travel and Lodging, HCL Technologies

The company was looking for a single solution that would have:

- **Self-service capability:** Allow employees to book and manage their travel online
- **Cost Control:** Offer real-time inventory and booking options to save costs
- **Visibility:** Bring all suppliers, internal policies, and retail prices on one dashboard
- **Multi-party integration:** Compatibility with the legacy system (TAS) and automated reporting/MIS
- **Employee experience:** An automated process that ensures increased productivity, leading to higher employee adoption
- **Reach:** Cover all operations across 40 countries



## World-class solution with an innovative approach.

SAP® Concur® solutions was quick to assess that its standard suite of Travel would not be ideal to meet the varied challenges HCL Technologies faced. So, innovation was the need of the hour. A pioneer in thought leadership in the travel management industry, SAP Concur solutions in partnership with HCL Technologies developed a first-of-its-kind innovative solution using a combination of tools that fulfilled every demand that the client had.

For instance, since HCL Technologies wanted to retain TAS, several design discussions were held over a month to fully understand the functionality of the legacy tool. The Concur® Request tool was used to help the existing system communicate with the Concur® Travel solution through a combination of web services and itinerary APIs. SAP Concur solutions delivered a single-point online self-booking dashboard, which integrates all the suppliers and communicates with TAS.

With the new solution, all a user needs to do is log in all the required travel-related information into TAS. Once the trip is approved, a request is automatically generated in the SAP Concur tool and a “book” link appears in TAS. The user is notified of the link via email, and he/she can simply click on it and get redirected to the self-booking tool.

## Meticulous planning to ensure transition from manual to automated

After identifying the tools, a three-week-long exhaustive User Acceptance Testing (UAT) was conducted by HCL Technologies, SAP Concur solutions, and CWT. This helped pre-empt and quickly resolve many issues, which ensured the solution went **LIVE in a record 90-day time frame, making it one of the fastest implementations across the industry.** The solution was first implemented in the US, followed by Europe and then the Asia Pacific region.

Transition to the new system was made smoother by extensive change management communication and setting a dedicated helpdesk, which included members from SAP Concur solutions, HCL Technologies, and suppliers. Employees using the new system could reach out to this helpdesk at any time with their queries or concerns. The helpdesk was retained for six months as the company transitioned to the new system.



LIVE in a **record 90-day time frame**, making it one of the fastest implementations across the industry



## The power of digitalisation and optimization

The implementation of SAP Concur solutions revolutionized the corporate travel booking process at HCL Technologies.

“SAP Concur solutions enabled us to achieve seamless integration of online booking, keeping in mind our current IT landscape. The new solution offers a consistent and enhanced user experience across countries and entities. It also ensures visibility to the real-time travel expenses, while adhering to existing travel policies. The new system has **brought down the average ticket price (ATP) for air travel, which translates into savings worth millions of dollars each year given the volumes of bookings.** The company has seen a fall in the average booking rates for hotel rooms for corporate travel. Also, **the average time spent on booking (ABR) went from 2 hours to just around 10 minutes, which is phenomenal.**”

**Binayak Singh**, Head - Operations & Procurement Support - Global Travel and Lodging, HCL Technologies.

In addition, HCL has reduced from 10 suppliers initially to just 3 suppliers and a single global technology platform.

## Empowered workforce leading to an intelligent enterprise

Automation gave way to human resource optimization at HCL. The tiresome system of exchanging emails with suppliers and managers has been replaced with an agile and scalable digital solution.

“Corporate travel team could free up resources to deploy them on more strategic areas rather than just managing operational stuff. Increased productivity gave way to meaningful contribution and with potential risk mitigation, so no more sleepless nights. The success of the solution became even more evident by the response it received from our employees. The excitement was such that instead of questioning why the company was moving to the new solution, everyone wanted to know when they would be able to experience it. Given the excitement, **within the first three months of the implementation, over 65% of the travel bookings had been automated. Today, over 80% of all corporate travel bookings at the company are done online using the SAP Concur solutions**”

**Binayak Singh**, Head - Operations & Procurement Support - Global Travel and Lodging, HCL Technologies

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CS HCL Technologies Ltd

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