eServe

All-in-One

Travel & Expense Management Solution

DIGI SURFACE

Did you know that ...

T&E is the 2nd most controllable cost in any company after Payroll

80% Businesses are unaware of the average time taken to process an expense report.

Expense automation eliminates half of direct processing cost
4.6 % of total spend to **2.1%**

Corporates impacted by employee losing receipts
SMB : 53%   Mid-Sized : 49%   Enterprise : 48%

Average cost to fix one Expense Report is **$ 52.** Automation reduces this to as low as **$10**

Companies with **more than 80% compliant travel expenses enjoy 23% lower total indirect costs** per traveler than companies with lower policy adherence.

41% Time saved in completing expense reports due to Automation

24% Reduction in Fraud & Duplicate Submission due Corporate Cards

8% - 10% Reduction in T&E cost across Airlines & Hotel

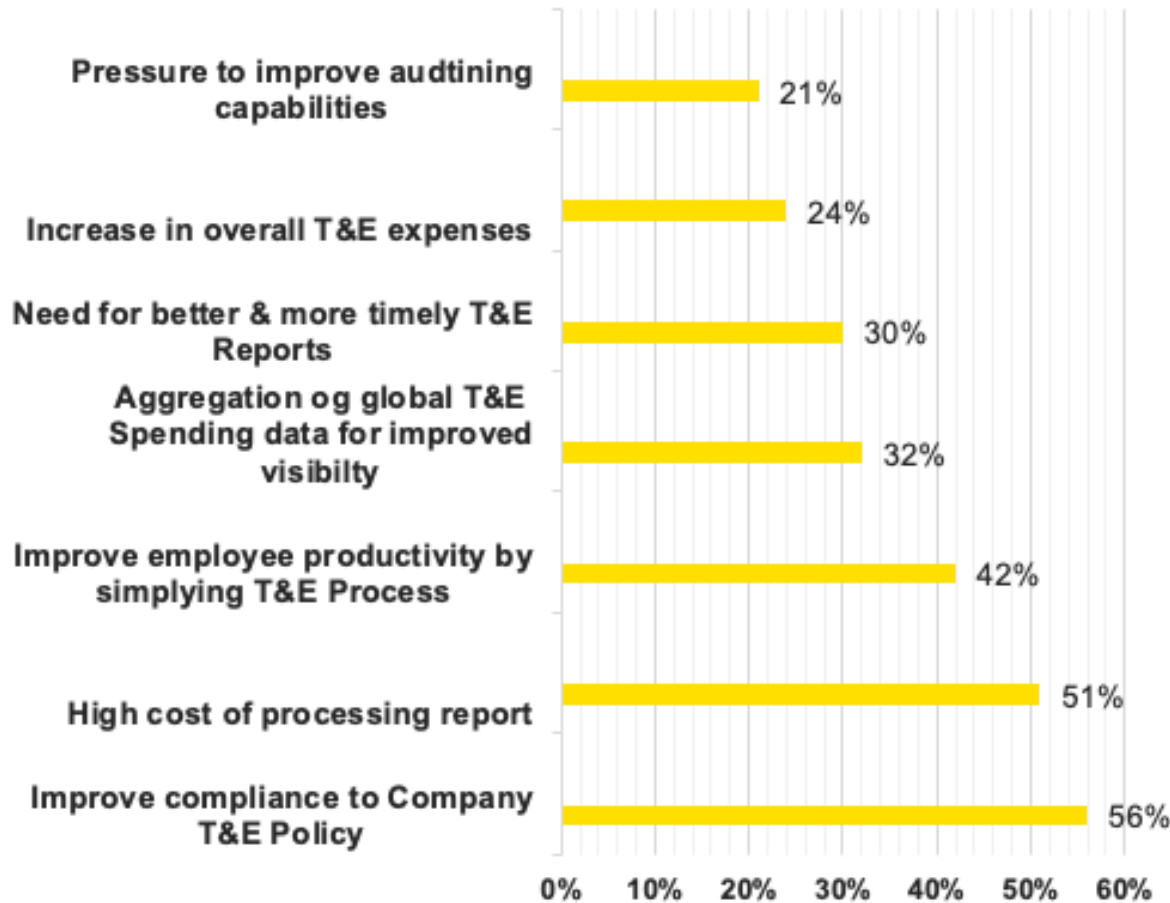**79%** Reduction in Booking Fees by Automated T&E Solution

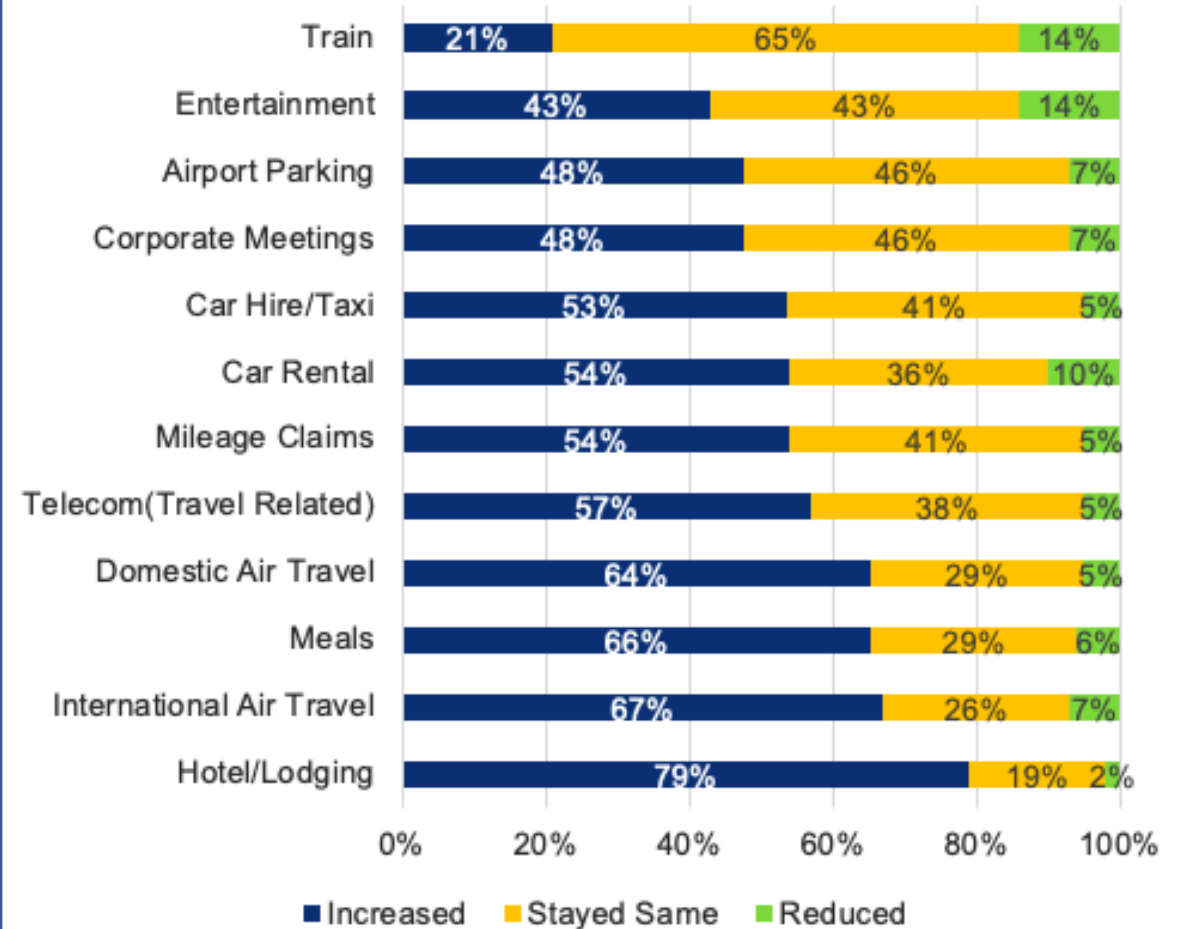**51%** Reduction Expense Processing cost due to end-to-end T&E Solution

e Serve

Top Pain Points & T&E Spending Trend ..

Factors Pressuring Companies to Improve Expense Management System

- Pressure to improve audtining capabilities — 21%
- Increase in overall T&E expenses — 24%
- Need for better & more timely T&E Reports — 30%
- Aggregation og global T&E Spending data for improved visibilty — 32%
- Improve employee productivity by simplying T&E Process — 42%
- High cost of processing report — 51%
- Improve compliance to Company T&E Policy — 56%

(Scale: 0% – 60%)

T&E Spending over last 2 years

Category	Increased	Stayed Same	Reduced
Train	21%	65%	14%
Entertainment	43%	43%	14%
Airport Parking	48%	46%	7%
Corporate Meetings	48%	46%	7%
Car Hire/Taxi	53%	41%	5%
Car Rental	54%	36%	10%
Mileage Claims	54%	41%	5%
Telecom(Travel Related)	57%	38%	5%
Domestic Air Travel	64%	29%	5%
Meals	66%	29%	6%
International Air Travel	67%	26%	7%
Hotel/Lodging	79%	19%	2%

■ Increased ■ Stayed Same ■ Reduced

Current Business T&E World   ...   Complex!

- **No One Solution manages end-to-end T&E Cycle**

- **Multiple systems required to provide end-to-end T&E System**

- **Decentralized & Disjointed system**

- **Inefficient redundant processes**

- **Fraud & Duplicate Claims**

- **Challenges in enforcing centralized policy control**

- **Employee Dissatisfaction & Longer Reimbursement Cycle**

- **No Real-Time Reports & Dashboard**

Advance
Request
Booking
Budget
Travel
TMC
Expense
Settlement
HRMS
ERP
Manual Audit
Report

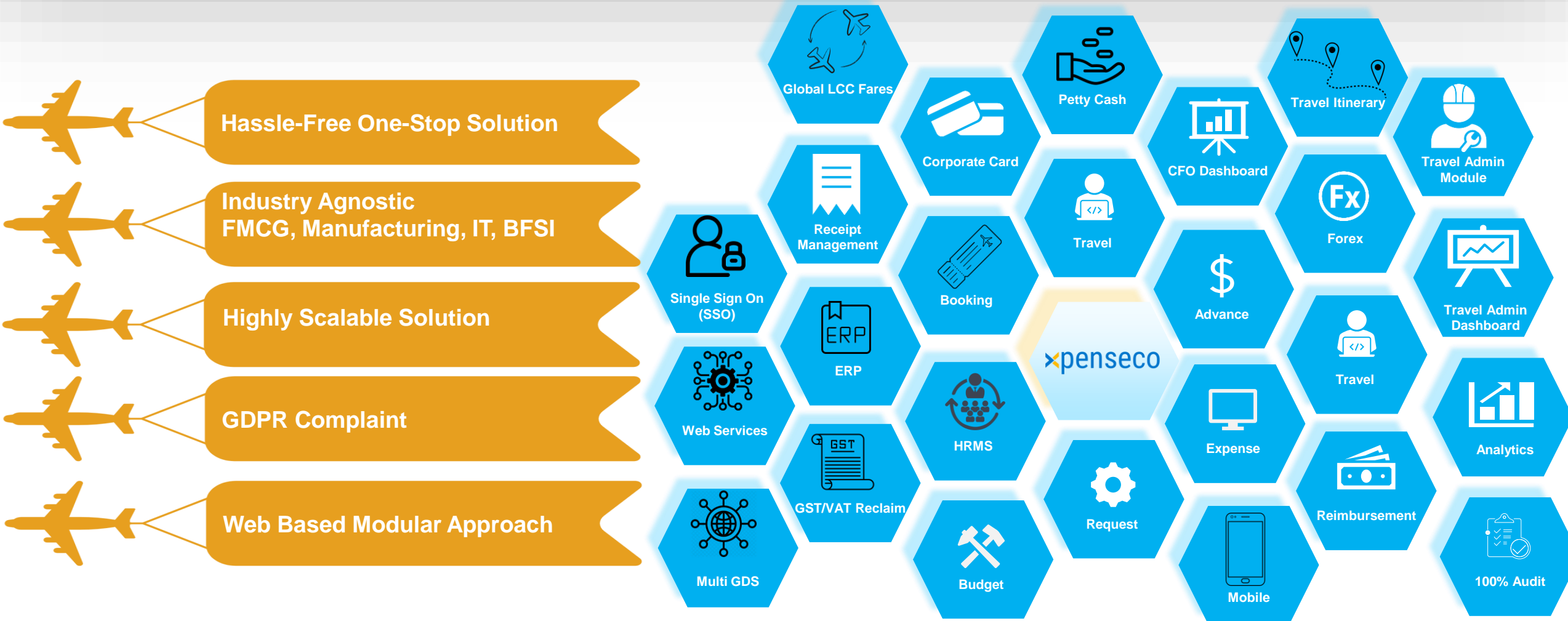**CURRENT TRAVEL & EXPENSE MANAGEMENT SYSTEM**

E-Serve : All-in-One Integrated Solution

We think Simple, make it Simple!!

E-Serve is an established platform with sole aim to provide Fully Integrated Travel & Expense Management Solution that streamlines approval process, ensures policy compliance and ease of use through out the end-to-end Travel & Expense Process.
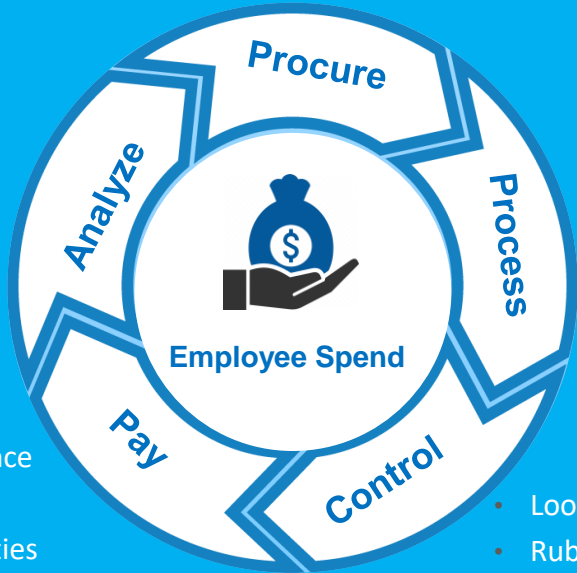
- Hassle-Free One-Stop Solution
- Industry Agnostic FMCG, Manufacturing, IT, BFSI
- Highly Scalable Solution
- GDPR Complaint
- Web Based Modular Approach

Global LCC Fares
Corporate Card
Petty Cash
CFO Dashboard
Travel Itinerary
Travel Admin Module
Receipt Management
Travel
Forex
Single Sign On (SSO)
Booking
Advance
Travel Admin Dashboard
ERP
xpenseco
Web Services
HRMS
Travel
GST/VAT Reclaim
Expense
Analytics
Multi GDS
Budget
Request
Mobile
Reimbursement
100% Audit

Decentralized Vs. Centralized System

Procure
Process
Control
Pay
Analyze

Employee Spend

Non-Unified System

- No proactive controls
- Suppliers not optimized
- Little adoption of approved tools

- Lack of visibility
- Incomplete data
- Insufficient detail

- Manual data entry
- Disconnected systems
- Redundant processes

- Interface maintenance
- Control of cash
- Late fees and penalties

- Loose controls
- Rubber stamp approvals
- Fraud

- Visibility
- Actionable Data
- Strategic Decisions

- Faster reimbursement Cycles
- Employee Settlements
- Automated Payment Process

Procure
Process
Control
Pay
Analyze

eServe

Unified System

- Proactive Policy Controls
- Optimize Suppliers
- Receipt Capture & Match
- Employee Adoption

- Single Platform
- Complex Workflow
- Card integration
- Automated TA Rules

- Automated Policy controls
- Audit
- Centralized Policy Tracking

E-Serve – End-to-End Workflow

HRMS
- Employee profile upload
- Seamless Real-time integration

Employee
- Employee Submits Request
- Includes all services e.g. flight, hotel, car etc.

Manager
- Manager reviews and approves
- Approved Request sent back to user for booking

Booking Engine
- Employee books ticket

On Trip
- Third Party Assistance (Duty of Care, Medical, Visa etc.)

Employee
- Employee creates & Submits Expense Report Travel/Non-Travel Expense
- Advances/Cash/Card/Forex
- Automated Workflow
- Automated Policy Check

Manager
- Manager reviews and approves

Finance/Audit
- Finance/Audit Approval
- Checks Receipts & Policies
- Employee Settlement
- Data Postings into ERP

ERP
- Real-Time Reports & Dashboards

Analytics & Dashboards

→ Travel
→ Expense

Automation : Digitization : Centralization

AUTOMATION

- Seamless Integration with HRMS, ERP, Corporate Card, Forex, Booking Engine, Travel, Expense

- Web Services, Single Sign On

- Automate Company Procedures & Policies & Approval Workflows

DIGITIZATION

- Paper-less system – Do Away with Papers & Spreadsheets

- Digital Receipts – Complete Touch-Less System

- Highly scalable system & Cost-efficient systems

CENTRALIZATION

- Centralized Corporate Travel & Expense Policies & Procedures

- Effective compliance & captures most accurate view of Actual Total Trip Cost

- Centralized Reporting System

INCREASE BOTTOM-LINE IMPACT

- No Transaction Based Cost
- No Convenience Fees
- Direct Rate from Source
- No Travel Desk
- No Travel Agent
- Best-in-class Rates

- Centralize policy making,
- GST Reclaim & payment optimization
- 360-degree view of corporate spend
- Distributed Ownership
- Intelligent Fare-Watcher

- Reduce T&E Processing Cost
- Budget monitoring & control
- Visibility to all stakeholders
- Global LCC Fares
- NDC Flights

Salient Features & Differentiators

End-to-End Integrated Solution	Local LCC Fare Across the Globe	Automated Policy Check	Corporate Card Integration	Travel Admin Module
Integration with any ERP/HRMS	Automate Per Diem/TA Rules	Duplicate /Fraud Highlighter	Forex Integration & Management	Finance Module
Multi Global Distribution System (GDS)	Cash/Petty/Imprest Advance	Budget Control	Forex/Currency Gain/Loss Evaluation	Real-Time Data Postings
Country-Wise Local Flight Fares	Unlimited Custom/Flex Fields	GST/VAT Capture & Reclaim	Card Reconciliation	Analytics & Dashboards
Country-Wise Local Content	Highly Configurable Workflow	Foreign GST Claim	100% Compliance Check	CFO/CXO/Travel Admin Dashboards
Intelligent Fare-Watcher (Save on Existing Paid Fare)	Exceptional Workflow	Mobile First Approach	OCR & Receipt Management	GDPR Compliance

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THANK YOU