

SAP Customer Success Story Life Sciences – Prescription Medicines and Consumer Healthcare



“SAP Travel Management integrates everything from planning to expense settlement, thus improving transparency and shortening processing times.”

Erwin Albinger, Travel Manager, Boehringer Ingelheim Pharma GmbH & Co. KG, Deutschland

AT A GLANCE

Summary

Boehringer Ingelheim Pharma GmbH & Co. KG, Deutschland – headquartered in Ingelheim, Germany – is a research-driven group of pharmaceutical companies. In keeping with the central concept of its corporate vision, the company added “value through innovation” by implementing the SAP® Travel Management application.

Web Site

www.boehringer-ingelheim.com

Key Challenges

- Streamline time-consuming, convoluted processes
- Integrate travel planning with online bookings and access to external reservation systems
- Connect travel management with internal business processes

Project Objective

Implement an IT-based solution that incorporates travel planning, booking, and expense settlement

Solution and Services

- SAP Travel Management
- SAP Consulting

Why SAP Solution and Services

- Offer satisfaction, familiarity, and reliability
- Enable integration with existing SAP software
- Provide a complete range of functionality

Implementation Highlights

- Included participation in the SAP Ramp-Up program for SAP Travel Management
- Provided highly qualified consulting and implementation support through SAP Consulting
- Ensured project completion on time and within budget

Key Benefits

- Integrated all travel management activities across a single user interface
- Accelerated planning, booking, and expense settlement processes
- Improved transparency and facilitated information status updates
- Lowered costs and increased performance
- Increased adoption rate of online bookings to 80%

Implementation Partner

SAP Consulting

Existing Environment

SAP software infrastructure comprising applications for financials, controlling, materials management, maintenance, sales, and human capital management

Third-Party Integration

- Database: Oracle
- Operating System: Hewlett-Packard HP-UX

BOEHRINGER INGELHEIM

Streamlined Processes and Reduced Costs with SAP® Travel Management

Boehringer Ingelheim Pharma GmbH & Co. KG, Deutschland, a successful pharmaceutical company founded in 1885 and headquartered in Ingelheim, Germany, bases its business processes on the central concept of its corporate vision: “value through innovation.” The company’s primary focus is on research and development in pharmaceuticals and animal health products. Boehringer Ingelheim’s continuing success in realizing its corporate vision, which was first set out in 1994, is evident on its balance sheet: the company recently achieved revenues of €7.3 billion.

36,000 Business Trips per Year by In-House Staff

Some 10,000 people are employed at the company’s two main locations in Ingelheim and Biberach. Given Boehringer Ingelheim’s international orientation, nearly half of these employees are required to be mobile. Business trips result in yearly costs of approximately €25 million.

On top of the prohibitive costs, the planning that goes into organizing these business trips – including reserving hotels, booking tickets, and settling expenses – resulted in an enormous amount of administrative work. Telephone communications and videoconferences only provide limited relief, as the number of business trips continues to grow. In order to gain control over this situation, Boehringer Ingelheim’s management decided to implement an IT-based travel planning solution that is connected to its existing expense management system.

Faster, Slimmer Processes

The situation facing Boehringer Ingelheim was anything but ideal – poorly integrated multipart processes, poor transparency, and long processing times. Andreas Brandt, who provides support for the mySAP™ ERP Human Capital Management solution in Boehringer's IT department, sums up the company's objectives in a few words: "Slimmer planning processes, faster processing, and reduced costs."

"The project was accelerated by the efficient consulting services. In particular, the fast availability of information enabled by the SAP Consulting ties to SAP development had a positive effect."

Andreas Brandt, mySAP™ ERP Human Capital Management Solution Support, Boehringer Ingelheim Pharma GmbH & Co. KG, Deutschland

The first step Boehringer Ingelheim made was to introduce the new travel planning solution within the SAP® Travel Management application. The company already had a long history of successfully utilizing SAP software, and the existing IT environment was fundamentally based on SAP solutions. The decisive factor, however, was the easy and cost-effective integration between new and existing solutions SAP software offered.

Adding to the existing integration with global distribution systems such as Amadeus, Sabre, and Galileo, SAP Travel Management offers new interfaces to reservation systems for hotels and trains. The application also provides an extended range of functionality for online bookings.

Over 80% of Bookings Made Online

Boehringer Ingelheim successfully implemented and rolled out the new travel planning solution to all sites within 12 months. "Given that we needed a number of new software enhancements, it was a fast implementation," says Brandt. Highly qualified consulting and implementation support from SAP Consulting played a central role in the project's success. "The project was accelerated by the efficient consulting services," says Brandt. "In particular, the fast availability of information enabled by the SAP Consulting ties to SAP development had a positive effect."

The new convenience of electronic bookings has struck a chord with employees: online bookings are on the rise while costs are falling. "With the cost pressure affecting business travel, we wanted to sensitize our employees to this problem," says Boehringer Ingelheim travel manager Erwin Albinger. The company has clearly been successful in raising awareness: the adoption rate of bookings made online has reached a consistent level of over 80%. The remaining bookings are sent through workflow to the travel agency.

Excellent Buy-In

"The 800 team assistants responsible for organizing business trips have responded very favorably to the solution," says Albinger. The assistants not only provide a service to the business travelers, but they themselves also enjoy the convenience of online communication with third-party travel partners and reservation systems. Combining travel planning and expense management, they handle the entire decentralized process, from planning through to booking, receipt entry, and expense settlement.

Boehringer Ingelheim's new business travel management solution not only increases employee independence and self-reliance but also provides economic benefits: "Lower process costs, faster processing, and greater transparency," is how Albinger sums it up. And Albinger's conclusions are echoed throughout Boehringer Ingelheim: expectations were met completely.