



Martine Godart,
Project manager with Roche



ROCHE: ALL OUR EXPENSE CLAIMS HANDLED BY ULYSSE T&E

When Roche decided to overhaul its information systems throughout Europe, they needed to find an expense management solution that was flexible and powerful. The application they chose was ULYSSE T&E in ASP mode.

As we moved to globalize our SAP applications throughout Europe, we decided not to renew the expense account handling module we had used to date. We therefore needed to find a tool that matched the specificities of our business in France”, explains Martine Godart, a project manager with Roche.

As a leading provider of cancer treatment, Roche pharmaceutical laboratories employ around 500 medical representatives in France who produce a large volume of daily expenses using the Siebel CRM application. “We needed to find an expense management solution that would integrate easily not only with SAP but also with the Siebel CRM application used for sales visits”. On no account did they want to ask users to change their routines.

▶ RAPID INTEGRATION

A call for tenders was made at the end of 2006, and ULYSSE Travel & Expenses

designed by Etap-On-Line was chosen. “The simplicity and user friendliness of ULYSSE T&E convinced us. What’s more, the ASP mode corresponded well with the move to globalize our information services. Finally, the e-booking connection module and the integration of the application with internet solutions really interested us.”

“ The Etap-On-Line team had a clear understanding of our needs and also gave us the benefit of their expert knowledge in the field ”

Four months was enough to implement ULYSSE T&E, with the aid of project teams from both sides. “Defining user needs was an easy process as the handling of expense accounts had already been computerized. The Etap-On-Line team had a clear understanding of our needs and also gave us the benefit of their expert knowledge in the field.”

▶ A SIGNIFICANT NUMBER OF CLAIMS

Thanks to its configuration, ULYSSE T&E can mirror the structure and the organization of a company. “And the Etap-On-Line team fine-tuned the interfaces we needed, so that now medical reps continue to enter expense account information into Siebel, from where the data is automatically forwarded into ULYSSE T&E.”

This data amounts to nearly one claim per day per person among Roche’s 500 medical representatives. “Etap-On-Line also provided us with a solution which allows every medical rep to receive a monthly recap of their expenses via ‘push e-mail’ which is delivered directly to their inbox; they don’t have to do anything.”

Travel expenses from the 700 head office staff are handled directly via the www.ulyssetravel.com website in ASP mode. The workflows were defined in consultation with Etap-On-Line. Assistant ▶



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staff enter the claims and then each staff member receives an email informing them that their claim has been forwarded for approval. Progress can then be followed online in real-time, and once approved, the data is automatically integrated into the company accounts system.

► POSITIVE USER FEEDBACK

“The feedback we've had from users has been extremely positive, particularly as they've been able to come to grips with it very quickly. For the solution administrator here at Roche,

the workflows have been easy to master, thanks to simple configurations and the fact that messages sent to staff members can be customized.” Choosing ASP mode enabled Roche to free up technical staff from supporting expense claim processing, whilst guaranteeing regular, hassle-free maintenance and updates.

► NEXT STEPS

Roche is phasing in the multiple functionalities of the solution. *“We have already begun to implement a partnership with the French bank Société Générale, which provides us with company card transaction data. Expenses are then extracted and integrated into individual expense claims.”*

As well as ensuring that company travel expense policy is applied, this partnership also facilitates the completion of expense claims for users as supplier information is already pre-defined in the statements. Users can now work in comfort and save time too !

Roche – a brief overview [+]

Roche pharmaceutical laboratories work to provide health professionals with innovative medicines to prolong or save patients' lives. In France, Roche works in six therapeutic fields: Cancer treatment, anaemia / transplantation, virology, rheumatology, auto-immune diseases, metabolic problems. The leading provider to hospitals, Roche is the 6th biggest pharmaceutical laboratory in France.

Staff in France (2006) : 1 295
Turnover in France (2006) : €1,110.7m



ETAP-ON-LINE UK
 Bourne House 475 Godstone Road Whyteleafe Surrey CR3 0BL
 Tel +44 (0)1883 621034 - Fax +44 (0)1883 621031
 www.etaponline.co.uk - contact@etaponline.co.uk

ETAP-ON-LINE France
 12 rue d' Amsterdam - 75009 Paris
 Tél +33 (0)1 70 91 10 00 - Fax +33 (0)1 70 91 10 01
 www.ulyssetravel.com - contact@etaponline.fr