

Shell: Global Card Solution Dramatically Improves Efficiency

Shell is a global group of energy and petrochemicals companies with around 93,000 employees in more than 90 countries and territories.

The challenge

Shell had more than 40 card providers and solutions for its travel and entertainment (T&E) and low risk procurement spend (which ranges from stationery to chemicals, depending on the business unit) worldwide. It wanted to reduce costs, improve efficiency and consolidate its processes through standardisation, simplification and automation and work with one provider globally. Shell also planned to consolidate operational support for card programmes into one location.

The solution

Shell chose Citi's One Card solution to cover T&E and low risk procurement spend. The product is Visa or MasterCard branded, denominated in local currency, has corporate rather than individual liability, and is paid

centrally. The card makes completing expenses straightforward for staff and Citi provides local language support.

The solution is seamlessly integrated into Shell's expense management systems. To support Shell's solution, Citi developed a custom file format to reduce implementation time and ensure straightforward expense management systems (EMSs) integration.

These systems are then linked to Citi's Custom Reporting System (CCRS), which allows the creation of reports. Data is sent from CCRS to Shell at a business level, providing granular information, and also consolidated and sent to the shared business service centre at a global level, enabling analysis of trends to benchmark performance and facilitate improved procurement deals.

The result

The solution has put Shell in the top quartile of global peer companies for efficiency: 10,000 man days have been saved by automatically populating and coding expenses. The flow of files from Citi to Shell's EMSs has facilitated streamlined working. Centralised operational support for the programme has enabled Shell to apply its continuous improvement principles via Six Sigma methodology to improve efficiency.

The solution's efficiency is demonstrated by Shell's ability to add new countries to the card programme without adding staff. More than 55,000 expenses claims are processed monthly; over 80,000 employees (85% of all Shell employees) can now access the system; and 50,000 of these – across 30 countries – are cardholders.