

Doing more with less - Sandvik's journey with KDS



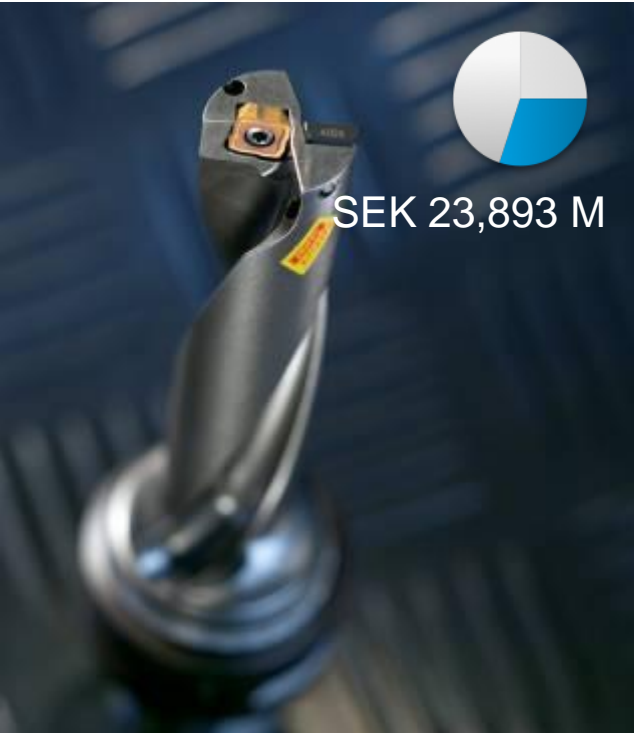
Sidecore, Stockholm, 9 May 2011

Agenda

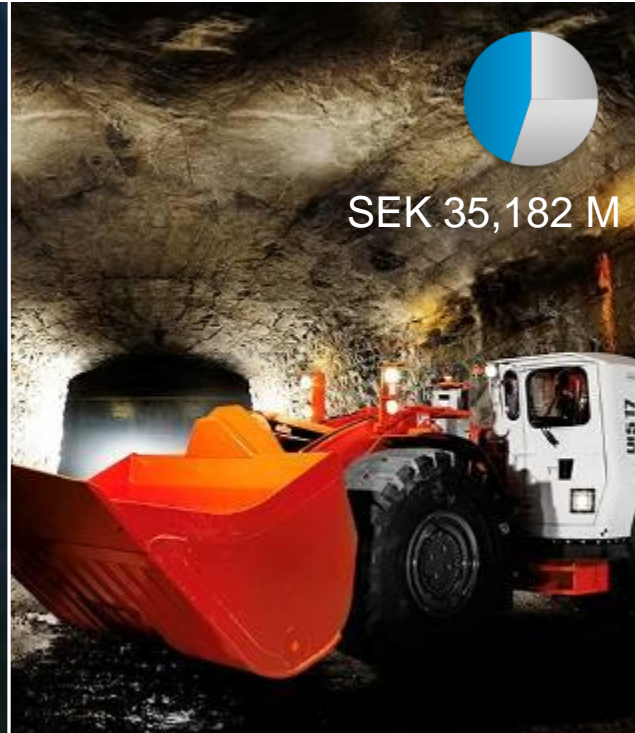
- 1. Brief profile of Sandvik**
- 2. Travel needs for Sandvik**
- 3. STAR = Sandvik Travel Arrangement**

Sandvik – Global leader

SANDVIK TOOLING



SANDVIK MINING AND CONSTRUCTION



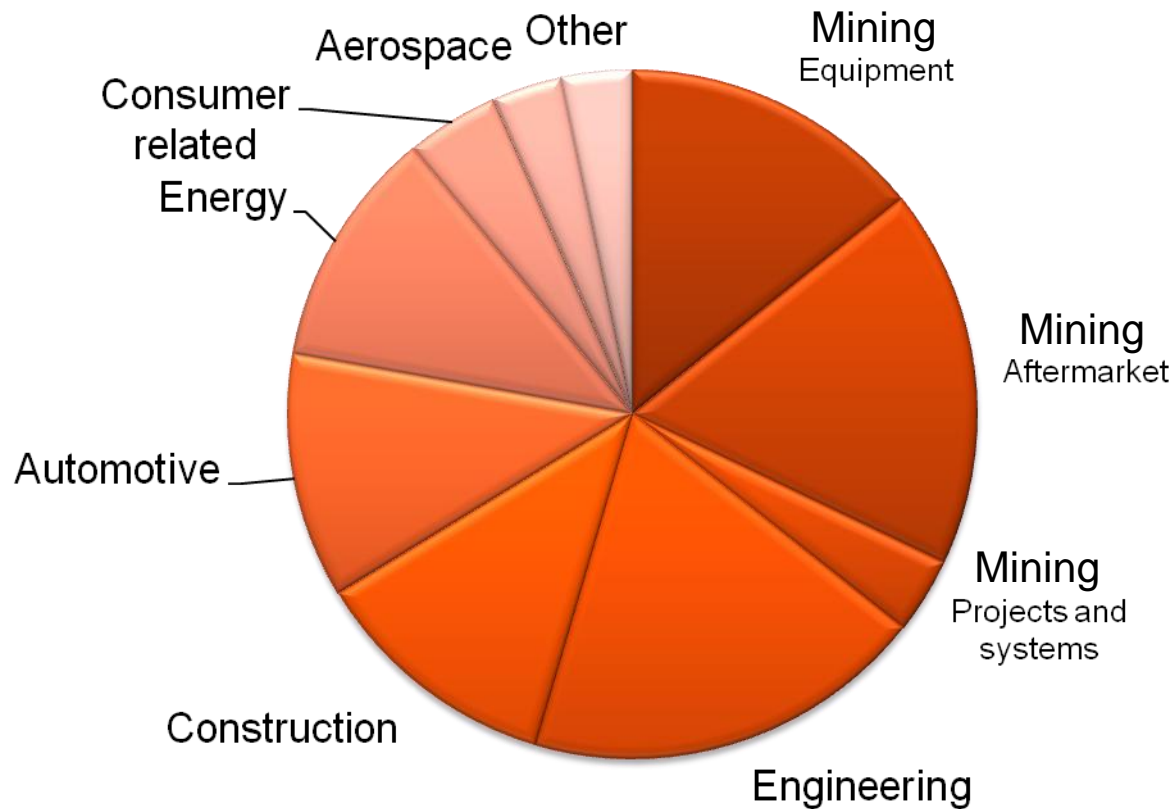
SANDVIK MATERIALS TECHNOLOGY



Sandvik Group 2010

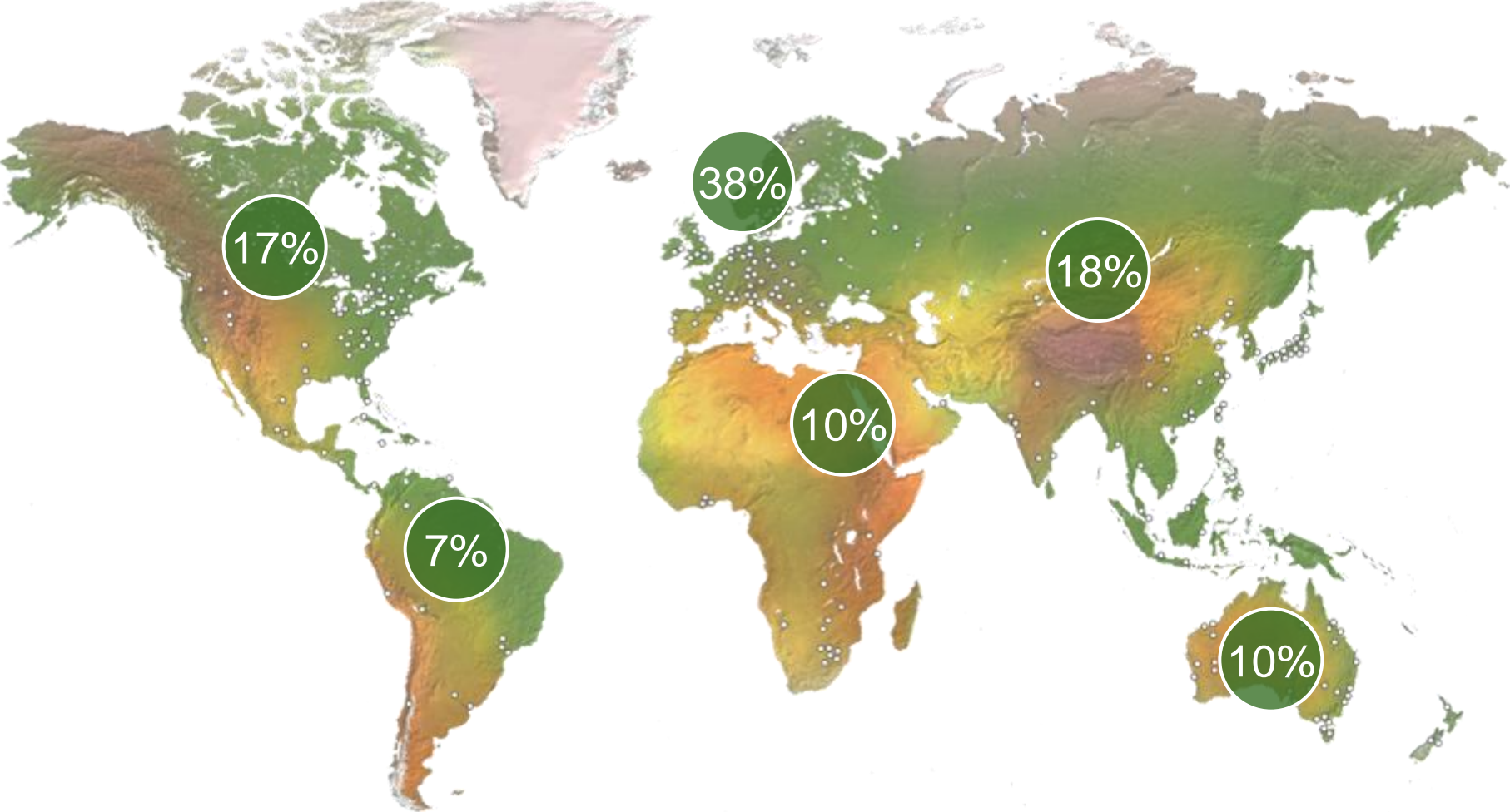
- | | | | |
|---------------------------------------|--------------|--|-------------|
| ● Order intake | SEK 93,285 M | ● Proportion of shares outside Sweden | 33% |
| ● Invoiced sales | SEK 82,654 M | ● Investments in property, plant and equipment | SEK 3,274 M |
| ● Return on capital employed | 17.4% | ● No. of production units worldwide | 140 |
| ● Operating margin | 13.3% | ● No. of employees, 31 Dec 2010 | 47,064 |
| ● Sandvik 61% ownership in Seco Tools | | | |

Customer segments



Sales distribution 2010

Global presence



% Sales 2010, share of Group total

Sandvik Travel needs

- **Sandvik is active in 130 countries.**
- **Only 5% of the sales revenue is generated in Sweden.**
 - ✓ Hence, travel is one of our Top 5 spend categories at around 100 million Euros.
- **To match the world leading positions of our brands, we need to provide world class Travel Management in terms of:**
 - ✓ **Process efficiency - End-to-End.**
 - ✓ **Total cost**
 - ✓ **Safety aspects**

Why KDS ?

- **Based on the ambition to build an End-to-End solution for the business travellers and in combination with an outdated Expense system in Sweden, a thorough specification was developed.**
- **KDS had the best match towards Sandvik's specification.**
- **The outcome of this exercise became:**
 - ✓ **STAR = Sandvik Travel Arrangement**

It's taken some time...

➤ **... but now we are up and running!**

About Sandvik Travel PoS Sweden

- **3.000-5.000 travellers**
- **18.000-20.000 trips per year**
- **20.000-25.000 expenses per year**
- **travels to 90 countries and more than 400 destinations**
- **Ground transport (limo) to/from Arlanda Airport to HQ Sandviken**
 - ✓ **average number of cars ~22 per day !**

Before KDS – STAR

- **Offline bookings with approval process**
 - ✓ Three suggestions by TMC
 - ✓ Connected to ground transport to/from Arlanda Airport
- **Electronic invoicing from lodge card (Diners)**
 - ✓ Matching with offline order number
 - ✓ Automatic transfer to internal cost centers
- **Expense with complex tax regulations**
 - ✓ Daily allowances
 - ✓ Tax benefits

- **But we wanted one solution – a modern solution...**

➤ **We didn't go looking for SaaS...**

➤ **We went looking for Best in Class!**

Process savings

- **All actors taken in consideration**
 - ✓ **Travellers**
 - ✓ **Travel bookers**
 - ✓ **Managers**
 - ✓ **Group Executive Management (approval out of policy)**
 - ✓ **Payroll**
 - ✓ **Finance**
 - ✓ **Sandvik IT – incl Service Desk**
 - ✓ **TMC**
 - ✓ **and... Travel Management**

Breaking grounds at Sandvik IT...

- **star.sandvik.com**
- **Software as a Service (SaaS) – NEW!**
- **Single Sign On (SSO) – NEW!**
- **Masterdata for travel = HR system Peoplesoft – NEW!**

- **Online bookings! – NEW!**



⚠ Du har [4 rader att behandla](#) i din inbox.

Komma igång[Best. via resebyrå](#)[Självbokning](#)[Reseräkning](#)[Nyheter](#)[Limousine](#)[Länkar & Nr](#)**Välkommen till STAR - Sandvik Travel Arrangement**

Högst upp finns en blå menylist - klicka på respektive modul för att starta den.

Modulerna är:

Resa - Självbokningsmodul. Boka själv enkelt din resa inom Europa.

Reseräkning

Beställning via resebyrå - Använd denna modul för att få förslag från resebyrå. Välj sedan förslag i STAR.

Attest - Tillgänglig för attesterande chefer

Här på startsidan kan du under flikarna få kort information om respektive modul. För mer information, se [E-learning, manualer och lathundar finns på Intranätet](#).

Kom ihåg att hålla din resenärprofil uppdaterad! Inga uppgifter hämtas från tidigare resenärprofil (gamla beställningsportalen). Viss information hämtas från Peoplesoft, t ex ditt namn och kostnadsställe. Kontrollera att namn överensstämmer med ditt pass - om inte måste du göra ändringarna i Peoplesoft. Förutom uppgifter hämtade från Peoplesoft bör du i STAR lägga till resepreferenser (till exempel önskemål om sittplats) och eventuella bonuskort för att underlätta för dig som resenär. Klicka på länken "Min profil" till höger på den blå menylisten högst upp för att kontrollera/lägga till uppgifter i din resenärprofil.

Obligatoriskt är att det finns ett telefonnummer i din resenärprofil. Ange detta under "Allmänt" - "Företagsinformation". Se manualen ["Min profil"](#) för ytterligare information.

Sökning ▸ Tillval[Flyg/tåg](#)[Hotell](#)[Bil](#)**Senaste Dokumenten** [SBTA April 2011](#)

1 rad 1 209,00 SEK.

 [Malmö 06/04/2011](#)

3 rader 1 847,00 SEK

Now! with KDS

- **Offline bookings – travel request from traveller followed by proposals sent from travel agency to traveller**
- **Online bookings – traveller direct bookings and automated flow**
- **Expense system with reconciliation from company cards**

- **All trips can be transferred to expense for automatic fill in of daily allowances**
- **New environment for the TMC – development in Live Agent**

**A new travel management
system
will not succeed
without a new travel management
process...**

and...

- ... getting **Executive Management** on board and involved!

Thank you for your attention!

Learn more about Sandvik at
www.sandvik.com