

Non-Compliance and Leakage Detection in Travel and Entertainment Spend

For a global investment bank employing more than 13,800 people across 30 countries



Challenges

- Client had annual travel and entertainment (T&E) expense of more than \$130M
- Analyzing millions of travel expense records for non-compliance was a mammoth task
- Undetected non-compliant records and manual analysis resulted in monetary loss, funds misuse, additional burden of approved exceptions, poor visibility of policy violation, high turnaround time, and delays in remedial actions

The dashboard provided insights such as:

- Most personal expenses were airfare related
- Four times personal spending before December vacation break
- 4 times surge in corporate card late fees between January-February

Helped analyze incorrect expense classifications such as:

- Service provider fees
- Events related staff entertainment expenses
- Promotional expenses



Solution

Built a near-real time T&E metrics reporting dashboard to address 3 key business needs:

- Provided a single source of truth** through an integrated database that combined four key source systems:
 - Travel systems
 - HR systems
 - Travel management companies data
 - Audit systems
- Ensured quick and near real-time reporting** by automating data extraction, transformation, and reporting through advanced data management tools such as:
 - Extract, transform, load (ETL) tool - for automated extracting of required data
 - Database – to create a single source of truth and enable quick turnaround on specific queries
 - Used **advanced visualization and analysis with proactive remediation** to ensure visibility by utilizing:
 - Industry leading visualization tool – Tableau
 - Highlighting non-compliance immediately to have a better visibility



66%

Non-compliance reduced



100%

Accuracy of reported metrics



11x

Times than actual 'out of policy' expenses reported



20%

Audit cases corrected, earlier reported as incorrect



94%

Problem causing personal spend detected