

# Pentax Zooms in on Clear Savings with American Express® and Concur

## The Business Challenge

Automating and integrating expense management with Concur and American Express® Travel Management Services enabled Pentax to increase visibility into their travel and entertainment (T&E) spend within a matter of months—resulting in exceptional savings. With new international business opportunities, high dollar travel-spend, and rising fuel and hotel prices, gaining control over T&E spend required even greater focus.

- **Scope of Needs:** Employees spent hours researching travel deals but often booked out of compliance, missing opportunities for significant savings. Company managers saw travel expenses only “after the fact” when invoices were submitted and had no visibility into overall travel booking, in alignment with spends and trends. Pentax did not have access to the partnerships to leverage the best volume discounts for air, hotel, or car vendors. Tracking travelers’ whereabouts was challenging in times of crisis or emergency for international travelers. Pentax wanted an end-to-end, single travel and expense solution to optimize efficiencies, streamline business operations, and support strategic business goals.
- **Solution Needs and Business Objectives:** To control spend, ensure compliance, and pledge that travelers receive superior service, Pentax needed an end-to-end travel and expense solution integrating top-notch travel management with flawless corporate card integration. Pentax had a clear vision: provide travelers with expert, responsive service without losing sight of the bottom line.

## Benefits

- Pentax realized savings of \$20,000 in 2010 with an end-to-end, single solution.
- Compliance has improved to more than 90 percent.
- Dedicated customer service helps the company’s international travelers change plans on-the-go with personalized attention—anywhere, any time.
- Online and offline options provide travelers with expert support for every trip.
- Access to exclusive American Express® travel partners and strategic vendor sourcing helps Pentax achieve great savings.
- Alerts and traveler tracking keep employees safe and Pentax managers and executives informed and ready for smart, safe decisions.
- Actionable insight—powered by 100 percent visibility—resulted in a fast, measurable ROI, coupled with superior traveler experience.

## The Business Solution

Pentax Canada quickly realized a significant reduction in annual T&E spend when it replaced its manually-based expense management system with an

**Company:** Pentax Canada, Inc.

**Implementation:** Concur with travel, expense, and American Express Travel Management Services

**Annual Revenue:** \$17.56 MM

**Industry:** Electronics

**Company size:** 95 (25 travelers)

automated, integrated travel and expense solution. Concur and American Express® helped Pentax improve cash flow and boost the bottom line. To drive compliance and further support the company’s business goals, Pentax implemented Concur with travel partner American Express® Travel Management Services. AMEX provides Pentax travelers with on-and-offline booking options; access to superior dedicated travel advice; ensures that every traveler receives premium, personalized service while travelling; with consistent, reliable back-end processing.

“Having a single solution for travel and expense is ideal,” says Stratis Tsapoitis, Financial Controller. “Pentax’s policies are built into the system, so when travelers book their trips, we’re confident they’re getting expert advice and the best rates in alignment with our goals. And we know managers have automated, totally reliable access to travelers’ itineraries, invoices, and expense reports. There are no surprises and there’s no guesswork. It’s smart, seamless, and—most important—cost effective.”

American Express® and Concur align travel and expense management processes, accelerating savings for Pentax, providing control over program spend, and offering travelers superior customer service. “Concur and AMEX work together to provide us with a solution designed to suit our company and support our business objectives. From functionality to service, we always get what we need from Concur and AMEX,” says Tsapoitis.

## Strategic Sourcing For Spectacular Savings

Pentax has realized great savings thanks to exceptional opportunities available through AMEX travel partners. Access to highly competitive negotiated rates on air, hotel, and car, lets Pentax take advantage of volume discounts and preferred supplier benefits.

## Service Spells Success

“The AMEX travel team is fantastic,” says Tsapoitis. “Their advice and links to great programs have helped us save a lot, and every traveler gets attentive, personalized service.” Pentax travelers and managers can access expert advice and assistance online or with a live agent around the world, around the clock. Expert industry insight, coupled with the most sophisticated technologies, ensure an experience that satisfies travelers and delivers savings to the bottom line.

“We’re conducting more international travel these days and keeping our employees safe, wherever they travel, is a priority,” says Stratis. “AMEX tracks our travelers, sends alerts, and provides great assistance with rebooking, as needed, when emergencies arrive. AMEX customer service is beyond compare.”