

Shell: Cooperation with Citi Delivers Streamlined Programme Support

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 wanted to introduce a global cards programme and needed to provide support to more than 100,000 of its employees globally – in multiple time zones and using multiple languages – with limited resources. The support model needed to make sure that queries were addressed efficiently and that its systems and use of personal data were managed effectively to meet risk and compliance regulations.

The solution

Given the need for a highly efficient and consistent servicing model Shell formed a global programme administrator team within its shared service centre in Glasgow to support the programme. This model was complimented by Citi's servicing strategy which provided a in region support desk for cardholders operated 24/7, local language support with local access phone numbers. As Citi is a proprietary issuer data could be consolidated at a global level

and made available via either file-based transfers or via online tools making it easier to resolve issues and gather MIS.

Shell provides cardholders with a number of ways to communicate with their programme administration team without using the internal call centre. Programme administrators only contact cardholders if direct contact is needed following the receipt of a query.

All programme decisions are controlled via the central team simplifying Shell's communications with Citi. In addition, the central team is responsible for all technical aspects of the solution including ensuring that cardholders' expense reports are updated globally via Citi file feeds. Shell's central programme administrator team coordinates the launch of the solution in new markets, ensuring global consistency, and holds regular calls with Citi to monitor programme performance and establish strategic growth plans.

The result

Shell has eliminated the need for local team management and successfully met its internal service level agreements related to programme management. Centralised operational support for the programme has enabled Shell to apply its continuous improvement principles via Six Sigma methodology to improve efficiency.

The adoption of a global solution has saved Shell 10,000 man days and enabled it to add new entities and countries 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.