

# Shell: Cards Programme Delivers Global Consistency

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 commercial card providers and solutions for its travel and entertainment and low risk procurement spend (which ranges from stationery to chemicals, depending on the business unit) worldwide. It wanted to meet a variety of objectives including the delivery of a consistent experience for cardholders globally and increase overall efficiencies related to resources and allocations. As a result, it was important that various local programmes were considered when implementing the solution across multiple territories. In addition, the solution had to take into account local cultural differences while still implementing and enforcing standardised global travel policies and procedures.

## The solution

Shell chose Citi because it has the largest proprietary card issuing network globally and can support

any global solution without needing to work with partner banks. In partnership with Citi, Shell rolled out a local currency, local languages programme which operates in accordance with a global travel policy. Consistency was assured through Shell's programme model where a central team managed all aspects of the programme from technical through to market rollout. Citi ability to provide in region support desks for Shell cardholders, backed by both local and global strategic account management personal meant the programmes catered for varying cardholder needs whilst supporting Shell overall travel framework.

Citi technology provided the necessary infrastructure allowing Shell to create a global interface framework enabling globally consistent data formats to seamlessly flow into Shells expense system on daily basis. Programme configuration was standardised and simplified with even credit limits being consolidated

into three standard amounts. The solution includes a global survey of cardholders to receive feedback on whether the programme meets their expectations.

## The result

The solution has been successfully implemented and Shell plans to roll it out to a further 10 markets over 2012 and 2013. Shell is able to rollout new markets at a rapid pace because the programme is scalable and provides the same benefits across the organisation

The programme 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. 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.