

Tata Sky implements Travel & Expense System to centralize processes across 200+ locations



About Tata Sky

Tata Sky Limited ('Tata Sky') is a joint venture between the Tata Sons and 21st Century Fox. Incorporated in 2001 and launched services in 2006, Tata Sky is India's leading content distribution platform providing Pay TV and OTT services. With the objective of connecting to the best content in the world on any budget, any screen, anytime and anywhere. Tata Sky was the first to launch multiple products and services that redefined the subscribers viewing experience in the country.

Tata Sky was the first to bring customized package and ala-carte channels options and interactive services on the platform, Hindi programming guide, VOD and DIY video library and many more. The company has invested in state-of-the-art digital infrastructure, partnered with global leaders to provide superior technology and set-up high-end 24x7 call centers in 14 languages across the country manned by multi-lingual customer service associates to offer professional and efficient customer service.

Why Tata Sky chose Expensing?

- Expensing offers a full feature and user friendly system ensuring quick adoption across the organization
- The system has a web interface as well as a mobile app for Android (Playstore) and iOS (Appstore) enabling the field force to remotely login expenses or requests
- Expensing had the flexibility to accommodate the complexity of the organizational processes
- Expensing's ability to fully integrate with SAP

Company



Industry

Satellite Broadcasting

Solution

Expensing Travel & Expense Management Suite

Company Size:

3,000+ Employees

Locations:

Headquarters: Mumbai
Operations: PAN India

Requirement & Challenges: Bringing widespread Sales & Services Operation within a single fold system

Being a large organization, Tata Sky has a sizeable workforce in sales and service which is spread across multiple locations in India. The key challenges they faced were:

- Consistent and accurate understanding of the expense policy and correctness of expense claims
- Turnaround time for verification, claim processing, approval, due diligence and settlement of claims and employee regular expenses
- Auditability of proper approvals, supportings and maintaining records in orderly, systematic manner
- Maintaining accuracy and efficiency in manual entries in SAP
- Inability to analyze spending patterns
- Managing expense reporting of spends incurred via company credit cards
- Pre-approval for travel
- Ability to optimize travel spends
- Sub-optimal ticketing and accommodation options
- Visibility of reschedules or cancellations

The Solution: Expensing brought in controls with efficiency

Tata Sky uses a full suite of Expensing's Travel and Expense Management module.

- The system enables Tata Sky employees to claim local expenses, trip requests and trip settlements – using mobile or web app
- Email approval helps business approvers with quick approvals via their mails without logging in the system, thereby reducing turnaround time
- System supports centralized Travel Desk and AP functionality
- Taxes paid by employees on claimed expenses or travel are offset against tax liabilities
- The system streamlines with tracking and confirmation of receipt functions for paper supportings; which are statutory for Indian Audit and Tax scenario
- Comprehensive due diligence features and checklists for the A/P drive productivity and precision
- Cost Allocations can be made for business units, departments, and locations
- Exceptions when triggered are highlighted to approvers and in MIS reports
- System enforces preset timelines for submission of requests and claims
- System checks for entitlements and grades before payout

The Implementation: 100% adoption in a complex multi-location rollout

With a large and spread out operation, Implementation played a key role.

- Implementation was carried out across more than 200 locations pan-India for 3000+ users
- It was meticulously planned and executed with a partnership approach between the Tata Sky and Expensing Project Management team
- The system was integrated with SAP accounting system
- A single sign on system per Tata Sky's requirement was effected, integrating with the Directory Services for security
- Overall implementation, execution, cloud hosting, IT management support was provided continually and has saved the IT team significant time and cost
- Complex requirements were addressed with customizations as necessary
- User trainings were conducted for faster adoption at the granular levels

Tata Sky's results and benefits with Expensing

- The system centralized the travel and expense processes at the HQ level for a large base of users
- Uniformity is maintained at branch levels
- System drives compliance and policy adherence
- System ensures timely and accurate expense reporting
- Shorter cycle time for approval, reimbursements, and supplier payments
- Lower cost of A/P for due diligence and accounting
- Visibility into spending trends, enables planning for projections and better negotiations with suppliers
- Indirect cost saving achieved with off-settable taxes