

# Keynote Presentation

**Travel in the Wider World of Business**

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Head of Global Shared Services

Siemens AG



Compliments of **QATAR AIRWAYS** القطرية

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# **Mobility Services - the jewel in the crown of GSS**

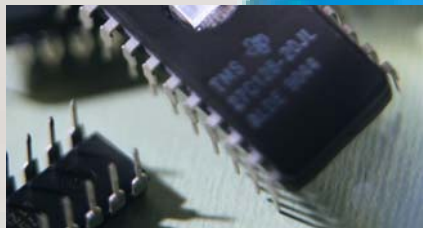
**Mobility Management -  
One thought – many solutions**

**ACTE Conference October 21-23, 2007**

# Mobility Services are part of 162 worldwide services for Siemens



Finance	Technology	Resources	Procurement, Mobility and Logistics (PML)
<p><b>37 services</b></p> <ul style="list-style-type: none"> <li>▪ Accounts Receivable</li> <li>▪ Accounts Payable</li> <li>▪ Cash and Bank</li> <li>▪ Closing &amp; Reporting</li> <li>▪ General Ledger</li> <li>▪ Inter-Company Clearing</li> </ul>	<p><b>63 services</b></p> <ul style="list-style-type: none"> <li>▪ Infrastructure Service Management (Data Center, Network, Desktop, Voice)</li> <li>▪ Application Management</li> </ul>	<p><b>8 services</b></p> <ul style="list-style-type: none"> <li>▪ Expatriate Management</li> <li>▪ Payroll Services</li> <li>▪ Total Rewards Admin.</li> <li>▪ Employee Data Mgmt.</li> <li>▪ Travel Expenses</li> <li>▪ Staffing Services</li> </ul>	<p><b>54 services</b></p> <ul style="list-style-type: none"> <li>▪ <b>Mobility Services</b></li> <li>▪ Freight &amp; Network Serv.</li> <li>▪ Strategic &amp; Operational Procurement for Indirect Material</li> <li>▪ Project Logistics</li> <li>▪ Warehouse Mgmt.</li> </ul>



# Mobility Services is part of Global Shared Services since October 2006



## Operating Groups

Automation and Control	Power	Medical	Lighting
Automation and Drives <b>A&amp;D</b>	Power Generation <b>PG</b>	Medical Solutions <b>Med</b>	Osram GmbH <b>Osram</b>
Industrial Solutions and Services <b>I&amp;S</b>	Power Transmission and Distribution <b>PTD</b>	<b>Information and Communications</b>	Siemens Financial Services GmbH <b>SFS</b>
Siemens Building Technologies <sup>1)</sup> <b>SBT</b>	<b>Transportation</b>		
	Transportation Systems <b>TS</b>	Siemens IT Solutions and Services <b>SIS</b>	
	Siemens VDO Automotive AG <b>SV</b>	Com-Transition Nokia Siemens Networks (NSN) <sup>2)</sup>	
		Siemens Enterprise Communication (SEN) <sup>2)</sup>	

<sup>1)</sup> Company unit in Siemens Switzerland AG

<sup>2)</sup> Legally separate company units

## Regional Units

Regional Organization Germany (RD), Regional Companies, Representative Offices, Agencies

## Shared Services

Siemens Real Estate	SRE
Siemens Management Consulting	SMC
Siemens Leadership Excellence	SLE
Learning Campus	LC
Siemens Professional Education	SPE
Legal Services	LS

## Global Shared Services (GSS)

Accounting and Finance	A&F
Human Resources	HR
Information Technology	IT
Procurement, Mobility & Logistics	PML
Global Marketing Services	GMS
International Delegation Center	HR IDC
Personnel Services	HR PS
Shared Accounting Services Centers	A&F C S

## Corporate Departments

Corporate Departments	
Corporate Development	CD
Corporate Finance	CF
Corporate Personnel	CP
Corporate Technology	CT
Corporate Legal and Compliance	CL
Corporate Centers	
Corporate Communications and Government Affairs	CC
Corporate Information Office	CIO
Corporate Supply Chain and Procurement	CSP
<b>Global Shared Services</b>	<b>GSS</b>
Management Consulting Personnel	MCP
Corporate Offices	
Personnel Affairs for Executive Management	PAE
Top+	ZV Top+
Corporate Data Privacy Protection Office	ZV CPO
Corporate University Liaison Office	ZV UNI
Corporate Security Office	CSO

**Global Shared Services**

# Mobility Services as it is today

**SIEMENS** → Global Intranet Portal

**Intranet** Deutsch [Site Map](#) | [Contact Us](#)

**GSS Mobility Services**

Home | [Planning a journey](#) | [Using Travel Alternatives](#) | [Claiming Travel expenses](#) | [Organizing an Event](#) | [Ordering a company car](#) | [About us](#)

Settings Login

- Mobility Services Organisation
- Travel Management
- Visum Services
- Event Management
- Fleet/Purchasing Council
- move25
- Chauffeur Services
- Siemens Travel Center
- Mobilität in Siemens Bereichen
- MS internal

**About us**

**About us**  
Discover more about GSS Mobility Services – including which unit is responsible for what, and who can assist you with your travel arrangements.

<p><b>Mobility Services Organisation</b></p> <p>Take a closer look at the Mobility Services organization.</p> <p>→ more</p>	<p><b>Travel Management</b></p> <p>Introducing the Travel Management team.</p> <p>→ more ↓ PDF</p>
<p><b>Visum Services</b></p> <p>Visa Services: Requests, workflow and costs.</p> <p>→ more</p>	<p><b>Event Management</b></p> <p>Introducing the Event Management team.</p> <p>→ more</p>
<p><b>Fleet/Purchasing Council</b></p> <p>Meet the team that makes fleet purchasing decisions.</p> <p>→ more</p>	<p><b>move25</b></p> <p>Find out about our highly successful project to cut travel costs.</p> <p>→ more</p>
<p><b>Chauffeur Services</b></p> <p>Introducing the Chauffeur Services team.</p> <p>→ more ↓ PDF</p>	

**Services**

- Customer Service
- STN-Hotline
- Mobility News
- Checklists
- Download Center
- FAQ
- TravelNet Help

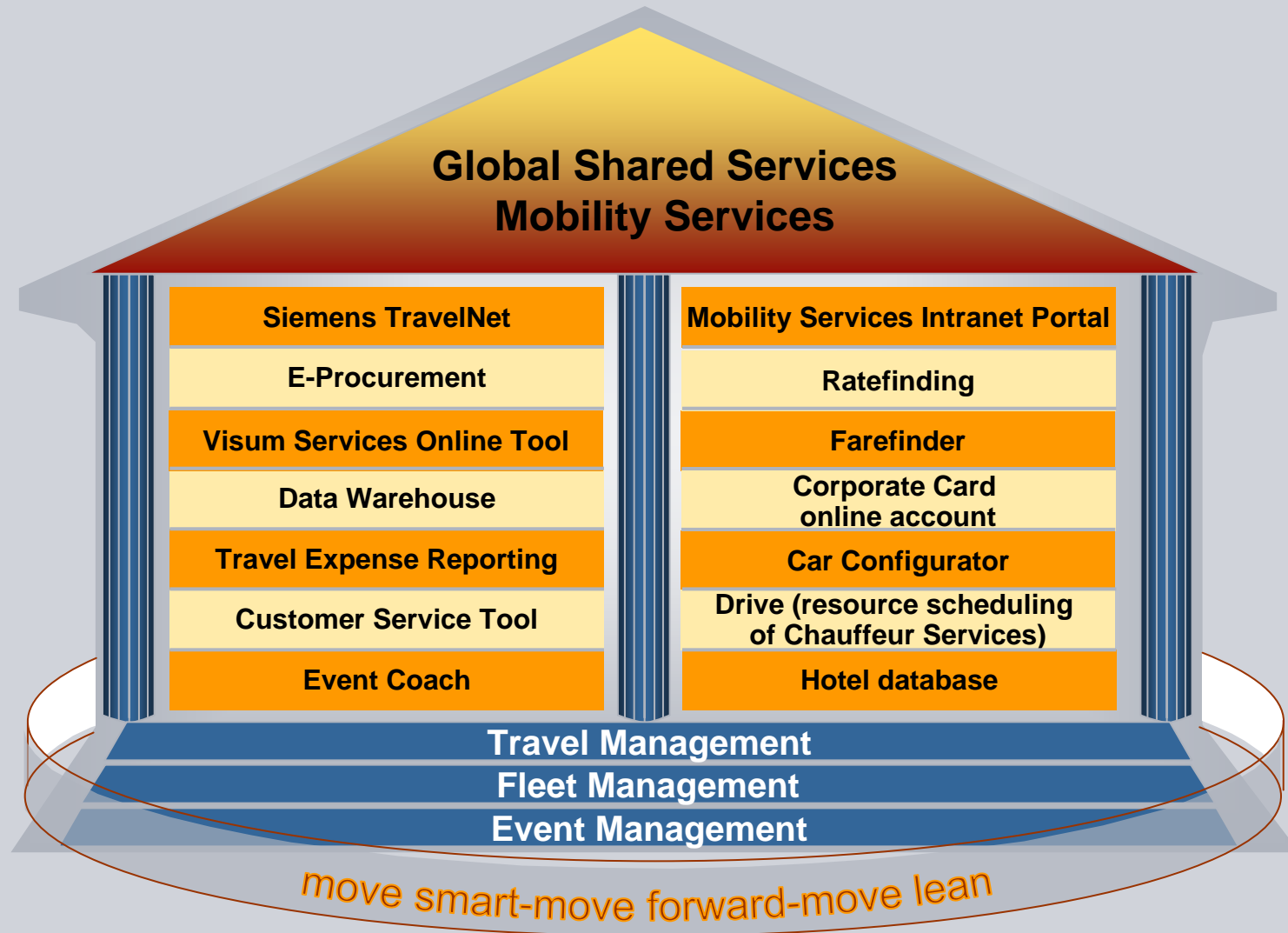
**Top-Links**

- Global Shared Services (GSS)

**SCD Search**  **GO**

# We meet the global challenges - applications and methodologies @ Mobility Services

**SIEMENS**



# Strengths of Global Shared Services Mobility Services

***Travel Management as a core product***  
Centralization of mobility services



- High performance, quality and productivity

***Worldwide strategy***  
6 point plan



- Uniform strategy in all Regions
- Measuring implementation in a portfolio analysis

***Global network***  
Travel Managers in Regions



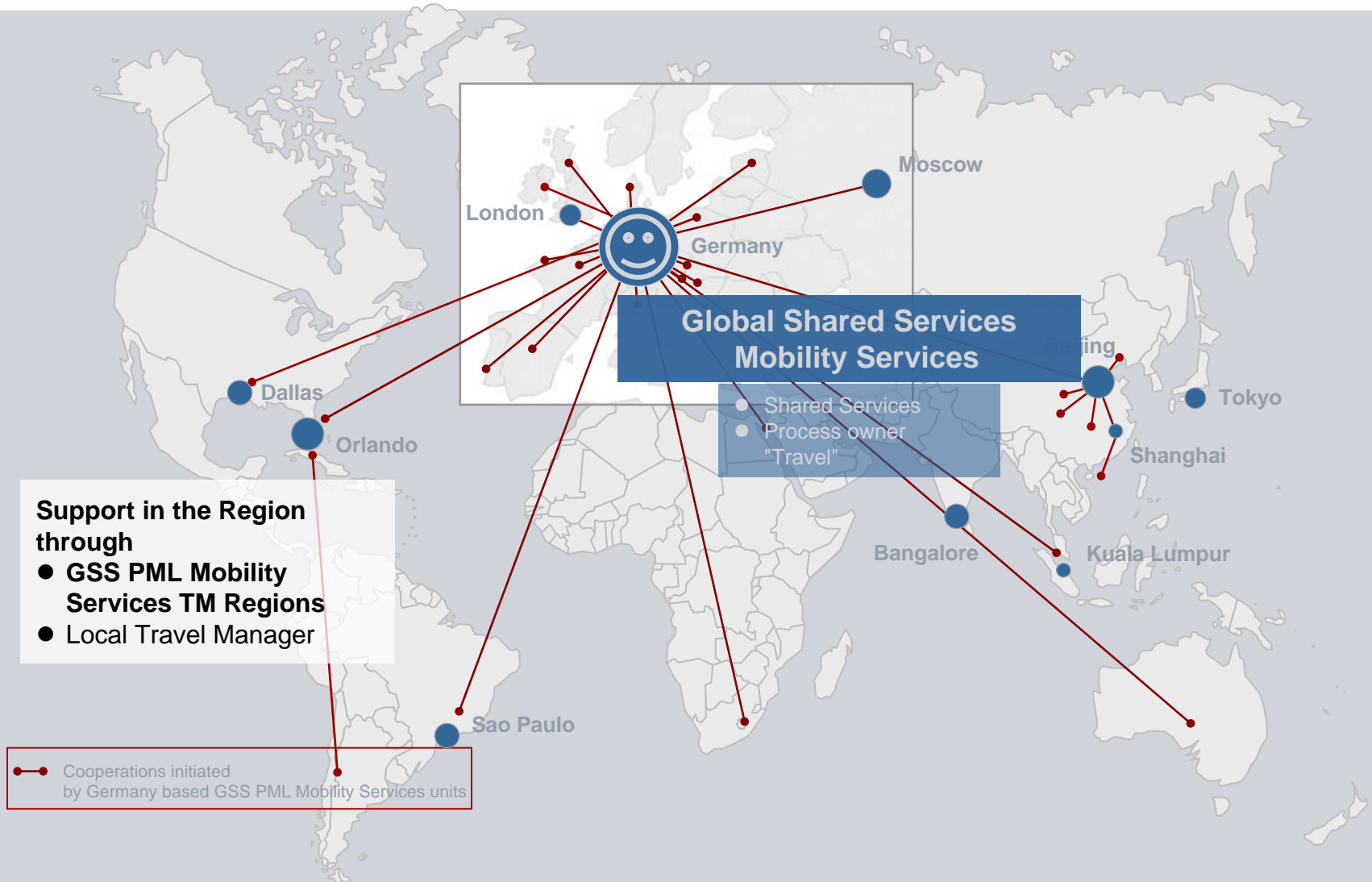
- Country-specific know-how of needs and requirements
- Providing support to all Regional Companies worldwide

***Company program move25***  
Steering of T&E cost



- Support, guide and facilitate operating companies and Regions for reducing T&E cost

# Global Networking- Global Corporate Governance, Delivery and Services Management



# Global Travel Management strategy – 6 point plan: Evaluation of Regions' conformity



Strategy	Weighting	Objective
<b>Worldwide Corporate Card Strategy</b> Corporate card mandatory for payment of all travel expenses	20%	60% T&E costs
<b>Worldwide Travel Agency Strategy</b> Four global travel agency chains	20%	1 preferred travel agency per region
<b>Siemens-wide uniform Travel Guidelines</b> Promoting and mandating the use of preferred suppliers	10%	Harmonization of travel guidelines (5 key points)
<b>Siemens-wide usage of procurement tools</b> ratefinding and FareFinder	10%	Usage of the two tools
<b>Worldwide implementation of Siemens TravelNet</b> preferred suppliers for online booking tool	20%	Implementation of the online booking tool
<b>Worldwide implementation of move25</b> steering of T&E costs	20%	Sustained reduction of T&E costs in relation to business development

# One unique KPI (cost ratio) across the travel industry will foster benchmarking activities



**Objective:** Implement standard KPI to facilitate benchmarking activities within our industry

**Benefits:** Global reach with ACTE Standard KPI  
Ease of data gathering  
Benchmarking studies by ACTE  
Best-practice sharing across comparable businesses

**Example:** 
$$\frac{\text{Total Travel \& Entertainment Costs (T\&E)}}{\text{New orders and sales} \cdot 2 \text{ (business volume)}}$$

**"  
If I have seen further,  
it is because I have stood  
on the shoulders of giants."  
"**

Sir Isaac Newton