



Digital processes replace paper, mail and signatures

Modular, digital and highly innovative: The insurer R+V Group benefits from the eB2B Business Travel solution. Around 17,000 employees of the insurer manage their business trips on this platform. Early 2022, the travel expense reporting of the entire group was completely digitalized. “We have a streamlined system that offers many innovative functions supporting our travellers to modernise more and more travel-related processes”, travel manager Giuseppe Pino Perna summarises the development.

“I have everything in one single system: travel booking, billing, travel dates, A1 certification and receipt digitization - that is optimal.” Giuseppe Pino Perna, group senior in travel management at Germany's second-largest primary insurance group (17,000 employees, 20 billion euros premium volume) is pleased with the ‘a single source for everything’ principle of his eB2B Business Travel platform from Hamburg: “That's a huge advantage.” Instead of interface clutter, R+V deploys a lean application for travel management that communicates excellently with the company's ERP system. With its help, Perna is able to digitize more and more processes in the company. Signatures, forwarding physical receipts and the good old in-

house mail have a hard time at R+V against Giuseppe Pino Perna working together with eB2B.

A fast and agile supplier

It was an early start: in 2003, when digitization was not yet on everyone's lips, the R+V Group in Wiesbaden opted for eB2B Business Travel from Hamburg - a product of the medium-sized eB2B GmbH. Today, almost 20 years later, the responsible management with the insurer of the cooperative financial group would still take this step again. Giuseppe Pino Perna is happy with the cooperation with the medium-sized provider. He appreciates not having to deal with a ‘dinosaur’ that is difficult to





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Head of
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reach, but with a fast, agile supplier responding flexibly to the insurance customer's requirements. A provider that is very easy to reach and - almost more importantly - is ready at any time when it comes to implement an important principle of the R+V Group: Optimizing and digitizing processes with the help of innovative solutions.

A proprietary booking engine has advantages

17,000 R+V employees book their business trips almost exclusively online. They register in eB2B with a single sign-on via the intranet. Bookings go via punch-out from eB2B to various suppliers, such as Deutsche Bahn (BIBE). eB2B transfers all data of the traveller to the connected booking systems. In the past, rental car reservations at R+V Versicherung were forwarded to the rental car providers independently, but now R+V uses the booking engine developed by eB2B itself for rental cars. The long-standing user from Wiesbaden also welcomes the fact that eB2B is currently developing its own booking engine for flights and rail travel. Perna expects this to provide broader access to better products.

High degree of automation

At the insurer ('You are not alone'), they are proud of the smart integration of the travel tool: from travel planning and approval to allowances for expenses and payment, the entire process is now digitized. Travel times for business trips are transferred fully automated to the time management system, the system

automatically assigns receipts to the corresponding trip based on the trip data, and even detects double -use of submitted receipts. Since 2022, all receipts are handled by the system electronically without exception. Travellers or assistants photograph or scan receipts and attach them to the travel expense report. Hotel bills, cab receipts and entertainment vouchers no longer have to be sent from A to B by in-house mail - not only an important step to optimise the process, but also a step towards sustainability, Perna emphasizes. “Forwarding paper is past.” R+V employees praise the new solution on the intranet: “Digitizing internal processes is a great step,” writes one R+V employee.

Automated A1 confirmation

eB2B and R+V Versicherung have also modernized the process to create A1 certificates. With the new application, considerable efforts could be reduced for the travelers and in the R+V personnel service centre. Based on the country specification when the trip is booked, eB2B specifies whether an A1 certificate is necessary and provides the required data via an SAP interface so that the traveler receives their A1 certificate by e-mail. In the past, says Giuseppe Pino Perna, “there were numerous hands involved in the process, but today the entire issue is mapped digitally. It doesn't get any better than that.”

Mobile first strategy

All eB2B functions are in line with the provider's 'mobile first' philosophy.

Highlights:

- Travel booking, travel expense reporting, travel times and special functions from a single source.
- Fully digitized travel expense reporting, including receipts
- Valuable additional functions, e.g. automated digital A1 certificates
- Flexible solution with modular building blocks
- Self-explanatory - no training necessary
- Good accessibility and fast response time from the manufacturer
- Cost-effective solution compared to large providers

Flexibility is important for users like R+V. Business trips are planned, and managed on any kind of terminal device. Therefore, R+V wants to enable all ways to use eB2B. Thus, eB2B has implemented additional functions for R+V according to the requirements of the corporate group based in Wiesbaden. eB2B and R+V have developed the portal in many different areas so that it optimally reflects R+V's requirements. "We don't want to stand still, but constantly improve," says Giuseppe Pino Perna. He also sees this drive for innovation in his service provider. "Suggestions from eB2B on how to optimize the product are always very good. We appreciate eB2B's innovative strength," says Perna.

but also puts itself in the customer's shoes very well. The provider from Hamburg has a fine antenna for what a customer like R+V needs and where it can develop further. "They also want to know where the shoe pinches us, that is not always given for granted," says Perna. And then when things go well, eB2B and Perna's experts talk their tech-speak and the travel manager is only in CC. "And that's a good thing," Perna thinks. You can rely on each other, and in the end you're happy to have a good joint product.

Sensitive antenna for the customer

The travel manager basically praises the cooperation with eB2B. eB2B not only understands business travel management,



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