

AirPlus Global Account. OUTLINE Testimonials 2010. Merck KGaA

AIRPLUS. WHAT TRAVEL PAYMENT IS ALL ABOUT.



Question	MERCK
In how many countries has your company implemented AirPlus solutions?	Over 30 countries
How many years has your company been working with AirPlus products?	For more than 20 years
Which AirPlus products does your company work with?	AirPlus Company Account, AirPlus Corporate Card, AirPlus Electronic Billing, AirPlus Information Manager and other AirPlus Online Services
What are your company's key/main countries (for travel management)?	Germany, Switzerland, USA, France, Mexico, Brazil, Japan and China
What are your company's annual travel volumes?	> 80 million euros
What were the main criteria for your company to choose AirPlus?	Its terms & conditions, portfolio transparency, excellent reporting tool, flexibility, excellent support by the account manager
In which processes or areas did the AirPlus solutions enable your company to save costs?	Airline and travel-agency contracts; the entire payment process with suppliers has become much faster and more efficient.
Did your company use AirPlus products to meet challenges that no other travel-management provider could solve? What type of challenges?	I would rephrase that: AirPlus does things differently. The AirPlus way fits our company's philosophy and needs much better.
For what percentage of your travel volume did you implement AirPlus solutions during the first 12 months after contracting?	Cooperation with AirPlus was established many years ago when AirPlus was still a local provider and its growth can be compared to the way AirPlus has extended its business. Implementation in the countries was usually done fast and close to 100% spend.
For what percentage of your travel volume did you implement AirPlus solutions during the first 24 months after contracting?	Only the implementation in the US took longer – due to internal problems.

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