

Assistance Online – winning the time vs. money battle with Corporate Card Solutions

贏了時間，又贏了金錢
美國運通公司卡為
Assistance Online
接通機遇

Modern day Corporate Card programmes offer businesses a wide variety of solutions to enhance company cash flow. These solutions bring invaluable freedom and convenience to both companies and employees – especially when the enterprise's day-to-day practices are reliant upon high volumes of business transactions.

Assistance Online is a medical and travel assistance services provider with an office and 24-hour call centre in Shanghai. Their Chief Finance Officer, Mr. Glow Yu, went through the process of finding an established and trustworthy Corporate Card programme to help answer Assistance Online's needs of maintaining a positive cash flow while managing existing payments, and capitalizing on new enterprise opportunities to expand the business into new markets.



“American Express is well recognized by international vendors. Partnering with American Express can help me bring more high-quality vendors onboard,”
Mr. Yu explained.

This solution to the company's large upfront supplier payments – an inescapable norm for Assistance Online's industry – is not the only reason Mr. Yu saw worth in the

今時今日，有效提升公司現金流，肯定是營商一大優勢，尤其當企業的日常營運極之依賴數量龐大的商貿交易；而一些緊貼時代脈搏的現代化公司卡計劃，正好為各界商業機構提供多元化的解決方案；同時，亦為公司本身及僱員們帶來夢寐以求的自由及便捷。

醫療及旅遊援助服務供應商Assistance Online，於上海設有辦事處及24小時客務聯絡中心，其首席財務官 Mr. Glow Yu，職責就是要因應公司的實際需要，找來穩健可靠的合適方案，一方面賴以維持正現金流，一方面完善管控現時的開支狀況，甚至掌握企業機遇，為業務開發新市場。

“美國運通在國際商貿供應商之間享有卓著的信譽，與之建立商業夥伴關係，有助我們拓展海外高水平賣家的市場。”



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- Mr. Yu

針對有需要給供應商預支龐大開支的業界常規，美國運通為 Assistance Online所提供的公司卡方案，得到了Mr. Yu的認同和肯定。此外，有見商務旅遊將是公司主攻其他市場如香港、



American Express Corporate Card. Business travel is vital to the company's growth in markets like Hong Kong, Japan, Australia and Singapore, and with American Express, Mr. Yu found a way to enable the company's travelling employees to manage and consolidate their spending with ease, thus making their work lives more efficient.



“Staff told me that they were not happy about them having to settle travel expenses up front, affecting their personal cash flow. Bringing convenience to my travelling staff is a very important part of my job.”

American Express' @work online tool has enabled travelling employees of all levels to consolidate and reconcile expenses with ease. This improves manpower efficiency and employee satisfaction, and addresses Mr. Yu's desire to maintain an efficient structure within the company's accounting team through their planned growth.

“A better control on Travel and Entertainment expenses is important in running an organization. The importance grows with the expansion of our organization.”

The flexibility of the programme and its online management features have streamlined both the supplier payment and travel expense processes of Assistance Online, and with its security and ready available customer support, Mr. Yu and Assistance Online are now seeing it as a partnership that will be crucial to the company's future growth.

“I really like the superior customer experience offered by American Express and would like to further enjoy the full benefits of the Corporate Card product”

Learn more about the American Express Corporate Card Solution at business.americanexpress.com/hk



“經常需要預支旅遊開支，難免會影響到私人的現金流，為僱員帶來不便。為商旅頻繁的同事化繁為簡，正是我的要務之一。” - Mr. Yu

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ASSISTANCE ONLINE

日本、澳洲及新加坡等地的業務增長引擎，Mr. Yu亦憑此方案，成功讓公司商旅活躍的僱員，輕易地履行綜合開支管理的理念，從而提升工作效率。

美國運通網上工具@work online既可讓公司不同階層的商旅常客有系統地、無障礙地綜合管理開支，更可改善整體人力資源效率及工作滿足感，甚至達成Mr. Yu的意願，維持公司會計團隊的高效率架構，以配合公司的策劃性增長。

“優化公司在旅遊及遣興方面的開支掌控，是維持良好運作的重要一環；而且業務拓展越快，其重要性就越大。”

該計劃的高度靈活配合，以及多元網上管理功能，簡化了 Assistance Online就支付供應商及商旅開支等方面的運作流程；加上完善周全的保安考慮及隨時候命的優質客戶服務，Mr. Yu及 Assistance Online已視此夥伴關係為公司未來發展的一大關鍵。

“我從美國運通所得到的客戶體驗，可說是無與倫比，亦深信其一整套公司卡產品，定必讓我受用無窮。”

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