

Energy Supplier Demonstrates Powerful Loyalty to Concur

Company: Ontario Power Generation
Implementation: Concur with travel and expense
Industry: Energy Supplier
Company Size: 13,000 employees

Toronto-based Ontario Power Generation (OPG) finance staff process more than 60,000 expense reports annually. Concur has helped the company manage that volume with exceptional speed and accuracy for nine years and counting. “We achieved impressive results after moving from a paper-based system right away—an 18 percent reduction in travel spend in the first year,” says Finance Section Head, Frank Lovett. The company recently renewed its relationship with Concur after a competitive procurement process.

The ability to reimburse employees within a few days of report submission is just one of many benefits OPG’s finance staff ascribes to Concur. Lovett said it also allows for seamless integration of the company purchasing card (P-Card); customization that allows linkages of expense data to organization charts, exception rules, and other department-specific parameters; and electronic receipt storage contribute to Ontario Power’s satisfaction with the solution.

Configuration of the company’s corporate card policies to conform to strict standards has significantly reduced card imbalances as well as accurate, real-time views of spend data. This provides superior control, he noted. He also notes that:

- Seamless integration of a two-card system gives Ontario Power Generation **tremendous visibility**.
- **Corporate card imbalances have been dramatically reduced** with Concur.
- **The speed of the program** lets the company reimburse employees within a few days of expense report submission.
- Electronic receipt storage **preserves the integrity of images** giving OPG the ability to track expenses easily over time.

“You know you’ve got a great system when the employees who resisted it in the first place would be devastated if you took it away,” says Lovett. “Concur is the benchmark for our tech operations. It’s simply the best solution out there.”