

Welcome Pack | EXTERNAL

Concur[®] Detect by Oversight: Let's Get You Started

Use this AI-powered service to automatically check expense reports to detect fraud and compliance issues in near real-time.

Overview

Concur Detect at a Glance

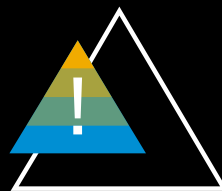
Concur Detect by Oversight at a Glance

Concur Detect enables organizations around the world with high volumes of expenses to prioritize exceptions based on confidence and potential impact. You'll benefit from:



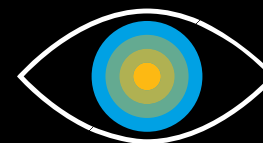
Simple Processes

Integrated with the Concur® Expense workflow, Concur Detect automatically identifies potential mistakes, fraud, and patterns of misuse.



Mitigated Risk

You can reimburse employees faster with auto-approval of low-risk items, while ensuring high-risk issues are quickly triaged by auditors.



Sharper Visibility

You can use AI across multiple data points to spot anomalies – before and after reimbursement – normally unseen to the human eye.



Stronger Control

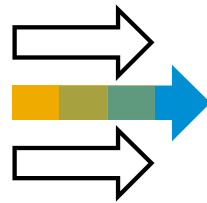
You can identify accidental misuse versus fraud, helping auditors to focus on developing policies and best practices to improve employee behavior.

Overview

Here's How It Works

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Concur Detect performs a multivariate analysis of every expense and conducts a series of checks to identify potential risks and their severity. It follows a four-step process.

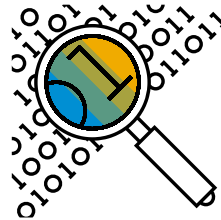
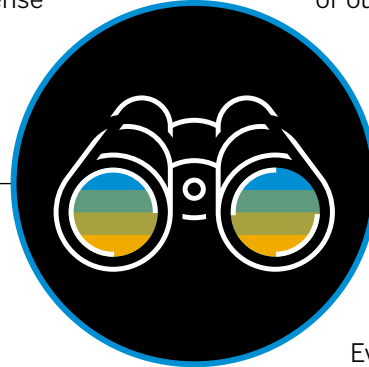


Data Analysis

Concur Detect extracts words, currency amounts, and any key pieces of information within a document and makes sense of the information.

Data Augmentation

All extracted data is cross-checked against your internal policies to verify what is within or outside of compliance.



Behavior Analysis

Employee spend history is examined to spot duplicate spend and anomalies. Employee risk profiles help to distinguish between innocent misuse and consistent offenders.

Risk Assessment

Every expense line item is given a score. High-risk reports require review while everything else can be auto-approved for payment.



Overview

Getting Up and Running

Let's Get You Up and Running

Our project team will help you to deploy quickly in phases, following this approximate timeline.



Getting Started (Weeks 1–2)

Project kick-off call takes place with your SAP Concur project manager to explore scope, roles, and timeline.



Implementation Planning (Weeks 3–4)

Pre-implementation call takes place with project lead. Design parameters are agreed on and implementation begins.



Configuration and Refinement (Weeks 5–7)

Your solution is configured. The configuration is then validated and refined.



Deployment (Weeks 8–12)

Depending on your requirements, your go-live will typically take place at 9 weeks. Knowledge is transferred and solution support comes on-stream.

- Workflow
- Summary

How to Use Our Service in the Most Effective Way

In essence, Concur Detect improves the effectiveness and quality of your employee spend risk mitigation program by leveraging powerful artificial intelligence (AI) to analyze vast amounts of data quickly.



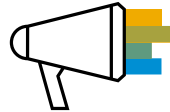
Watch What Matters

Your team can continuously monitor a broad range of risk types across your organization.



Set the Rules

You can align expense detection with your policies and the needs of your stakeholders.



Get Answers Fast

The AI does what you cannot do – at speed and at scale – and alerts you with actionable findings.



Work Smarter

You can use the data to build employee risk profiles and improve your compliance program.

Take Advantage of the Knowledge Base

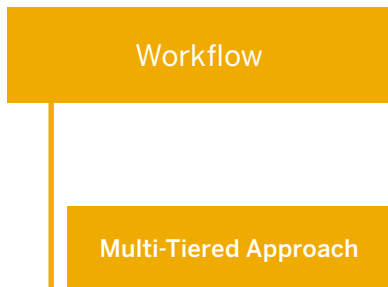
You can access training right away. Just pick your learning path.

[Auditor training](#)

will help you to get familiar with Concur Detect quickly.



[Administrator training](#) guides you through the basics and advanced features.



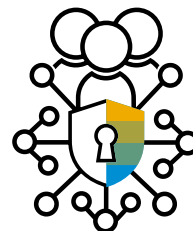
Multi-tiered Approach to Compliance

By leveraging a variety of indicators and analyzing prior behavior, the service goes beyond generating threshold-based exceptions. It takes a multi-tiered approach to compliance.



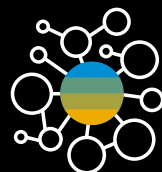
Pre-Payment Stage

Avoid reimbursements for disallowed items which could put you at risk. Expenses are cross-referenced for accuracy, reducing the cost of mistakes in expense reports.



Post-Payment Stage

Fraud often goes on for years undetected. Post-reimbursement analysis helps uncover patterns of misuse. You can also use the results to optimize your policies and employee guidance.



Artificial intelligence can help you to spot what's previously been invisible:

- Patterns that can only be seen over time across an aggregate of data
- Duplicates from different employees across the organization
- Out-of-policy or prohibited expenses in foreign languages
- In-policy spend that may be excessive compared to your baseline

How to Act on Insights

Concur Detect reduces audit time for your team, so they can focus more on claims that pose the greatest concern for your organization. With our service, you can:



Act Quickly

Only high-risk expense reports are routed to your team for review. There's no more waiting to receive audits from human auditors.



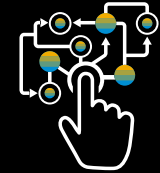
Track Cases

When exceptions are identified, audit teams can use Concur Detect as a case management tool – with a complete audit trail – to drive corrective action and track employee behaviors over time.



See it All

All exceptions, investigations, and actions are captured and displayed via an interactive dashboard, which also provides employee comparisons, trends, and risk information.

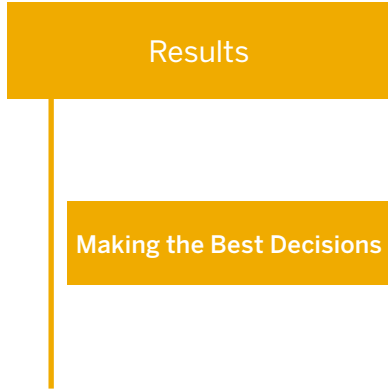


Resolve Issues

Concur Detect tracks incidents against your employee base, so you can isolate repeat offenders from users who have made innocent mistakes.

Make the Best Decisions — With All the Facts at Your Fingertips

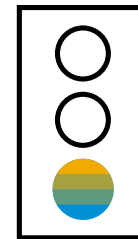
Concur Detect allows a more comprehensive, end-to-end approach and greater flexibility.



See the Full Picture

The dashboard provides an overview of valuable analytics that can easily be exported to share with others in your team.

[Access dashboard training videos here.](#)



Set the Right Priorities

Remember, you can keep your auditors focused on the most impactful pre-payment risks by resolving less impactful issues post-payment. As a result, you can avoid holding up reimbursement.

We'll Handle Complexity and Grow with You



By increasing accuracy and providing global support, Concur Detect helps meet the needs of companies of all sizes, including multinationals and complex organizations.

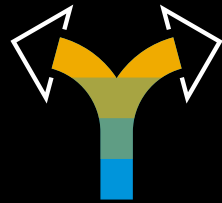
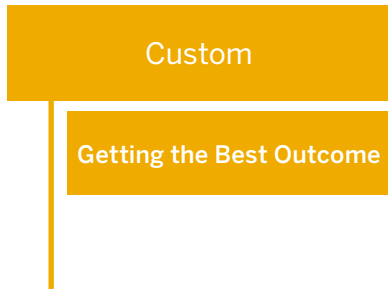
Results

Growing with You



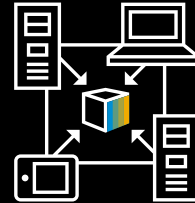
How to Get the Best Outcome

Concur Detect gives you choices, so you can launch and tailor the service based on your needs.



Implementation Options

There are two choices. Best practice is the standard model, while Enhanced suits more extensive implementation requirements, typically in the enterprise or global arenas.



Define Your Insights

The service creates 'insights' rather than audit rules. You can leverage a framework of analytical techniques and indicators to look for anomalies and patterns of out-of-policy spend, which may be having a deep impact on your organization.



Choose Your Keywords

You can provide your own set of keywords in any language for the AI to use. Include keywords in the language of countries where your team travel rather than translating the receipt text into English first.

Concur Detect by Oversight is a Solution that Keeps Evolving



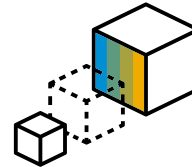
It Gets Smarter

Machine learning improves system performance continuously.



You Set the Rules

You can create or remove “exclusions” to tighten or loosen controls.



We'll Support You

We can help with user provisioning, enhance parameter changes, and product upgrades.



Dive into More Detail



Learn more about what you can achieve with Concur Detect by

Oversight by checking out the [FAQs](#). You'll find answers about everything from configuration and workflow tweaks to case management and notifications.

Thank You

With Concur Detect, you can unleash the power of AI to increase expense compliance, while reducing the workload on your team.

General Questions

Got a question or need advice for Concur Detect? Just ask your SAP Concur representative.

Systems Issues

For end user support questions and configuration changes contact SAP Concur Support. The SAP Concur Support Team will connect with the Partner Support Team to resolve complex tickets, typically Tier 2 and above if required.



Contact Us

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