

Welcome Pack | EXTERNAL

# Intelligence: Let's Get You Started

Let's consolidate your data and create one simple, easy-to-access picture of your spend.



Overview

Intelligence at a Glance

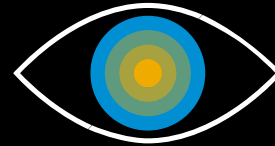
## Intelligence at a Glance

Intelligence will help you to better understand your spend in today's complex environment with its multiple spend categories and payment methods. You'll gain actionable insights, designed based on three key principles:



### Intuitive User Experiences

You'll have accurate and relevant information at your fingertips in an intuitive format, built into the SAP Concur tools you use already.



### Watching Spend as It Happens

This connected platform collects and presents data from SAP Concur solutions to create a single view of employee and company spend.



### Tailored Information for Different Roles

Access data in different ways, tailored especially for administrators, managers, and department heads.

Overview

You Have Options

## Understanding Your Options

One of our consultants will be in touch to onboard you, discuss your goals, show you around the reporting tool, and share tips to help you get started on your journey. Our service is offered in two versions:

### Intelligence

Our standard product gives you self-service reporting and provides you with:

- 180 x standard reports, dashboards, and premium dashboards
- 10 x Professional Author, 20 x Business Author, and 40 x Consumer Licenses
- Access to Report Studio, the SAP Concur Advanced Report authoring tool
- The ability to run and email reports automatically along with Bursting functionality
- Expert support – with cases handled by the SAP Concur Analytics team

### Consultative Intelligence

You get all the features of Intelligence plus a set of extra capabilities:

- Designated reporting consultants at your disposal
- Consultation, report, and dashboard development and customization
- Reporting strategy, reporting maintenance, and troubleshooting
- Tailored training based on your needs and pain points
- Data insights, personal advisory expertise, and knowledge sharing documentation and market-specific reports



Check out this [interactive tool](#) which walks you through our top 10 reports.



Click the [Consultative](#) section for more details.

Overview

Here's How It Works

## Here's How It Works

Intelligence is built into the SAP Concur platform and is accessible to both employees with a license and those with BI Manager access, via the Reporting Tab. Once the service is up and running, you'll be able to:

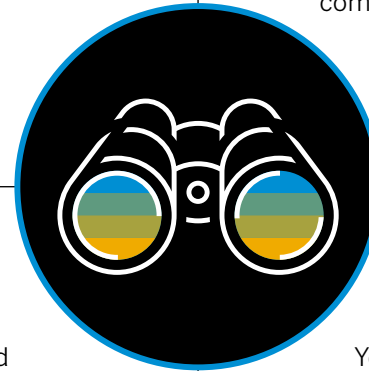


### Gather Key Data

The Intelligence service collects and synthesizes data from all of your SAP Concur products.

### Display Your Spend

It creates a single, consolidated, and clear view of your entire employee and company spend.

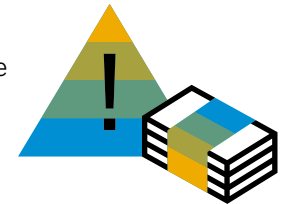


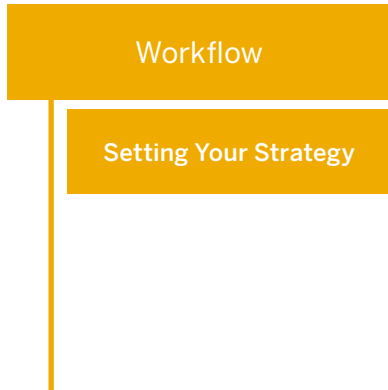
### Show Key Insights

Intuitive dashboards and reports put vital spend data at your fingertips – so you can take action if needed.

### Set Spend Alerts

You can decide how to be notified about reports – by scheduled alerts or triggers based on spend activity.





## Deciding What to Examine: It's Your Choice

At the outset, it's good to define your reporting strategy – and establish what's most important to you.



### Greater Transparency

Maybe your managers need accurate data to make decisions?  
Perhaps you want to be more prepared for internal and external audits?



### Tighter Control

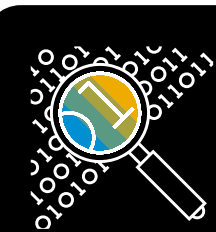
Do you want a better idea of what's being spent, when, and by whom? Perhaps you'd like to check that negotiated rates with vendors are being honored?



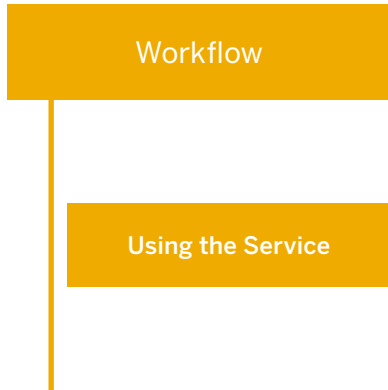
### Readiness for Change

In times of rapid change, maybe you want systems that will adjust to support your policy changes, user needs, and revised strategic priorities?

Intelligence can provide the reports you need in these scenarios and many others.



Many organizations find **staying on top of business spend** a huge challenge as the "pile" of data has become too large and disparate to gain any effective insights from. Data comes in from all directions and unless its funneled into a holistic end to end solution like SAP Concur, how can you make strategic decisions and [uncover hidden spend](#)?



# Your Workflow: How to Use Intelligence Effectively

Here's what you can do to get the most out of the service and support your spend strategy.



## Customize Your Reports

With the Intelligence service, you can filter, group, sort, and edit your information, so it's customized for your organization.



## Drive Engagement

Easy-to-digest data and charts make it simple to share key insights with your executives and managers – to get their attention and improve engagement.



## Find Vital Answers

You can start to find those elusive answers to questions that drive business decisions, return on investment, and any potential misuse of spending.



Find out how DAS UK Group (DAS), the UK's leading legal expenses insurer, uses SAP Concur solutions to save time, cut costs, and streamline finance operations.

[Learn More](#)

Workflow

Expanding Your Expertise

## Take Your Reporting Expertise to the Next Level



### Access Training Right Away

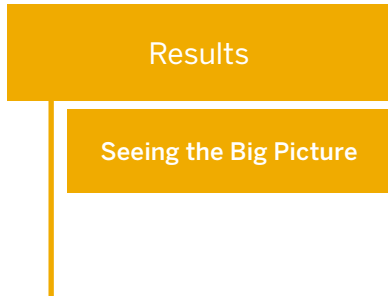
We offer [training videos and guides](#) to help your team develop its skills. Advanced instructor-led, hands-on report authoring courses can be requested via your Account Manager.



### Discover What's Possible

Access [our helpful free webinar](#). Within just 15 minutes, you'll explore the top five reports that will provide visibility into your business environment.





## Seeing the Big Picture – Viewing the Results

Getting the right reports at the right time can provide the data-driven insights you need.

### Six Reports To Drive Your Business Goals

Once you've entered the Intelligence portal, simply select "Intelligence – Standard Reports" in the Public Folders tab to see a whole host of pre-existing reports to help increase efficiency.

#### REPORT 1

##### Expense Accrual



View outstanding liabilities, helping you better forecast future payments. Also identify excess spend by individual or spend type.

#### REPORT 2

##### Unassigned Transactions



Identify employees who need reminders or training on how to assign charges associated with their account into an expense report.

#### REPORT 3

##### Workflow Cycle Times



Find out how long it takes managers to issue approvals, so you can identify bottlenecks or inefficiencies in your workflow.

#### REPORT 4

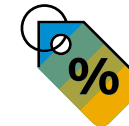
##### Workflow Aging



Discover how much of your cash is spoken for by future reimbursement and vendor invoice payments.

#### REPORT 5

##### Top Spend by Vendor



Spot opportunities to negotiate discounts or steer employees towards more cost-effective alternatives.

#### REPORT 6

##### Mobile Metrics



View adoption levels of the SAP Concur mobile app, so you can identify employees who need additional training.

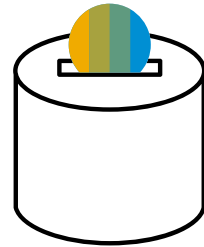
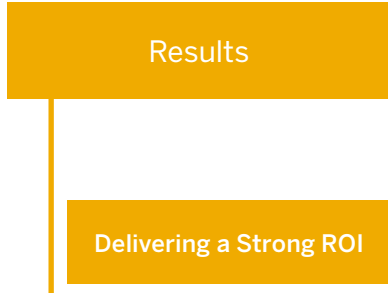
To find out how these six reports can help you and your staff improve efficiency and maximize your organization's performance, download our eBook *Data-Driven Efficiency – Six SAP Concur Reports to Help You Optimize Spend Management*.

[Read Now](#)



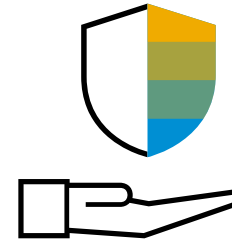
## Achieving a Strong Return on Investment

Intelligence can help you to make best use of limited funds.



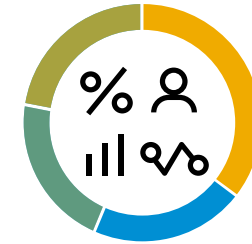
### Achieve Savings

- Increase corporate-card rebates.
- Eliminate delinquent credit card payments and late fees.
- Reduce the costs of your highest expense lines.



### Enforce Policies

- Ensure compliance with expense and regulatory policies.
- Detect unused discounts, unnecessary spending, and potential fraud.



### Sharpen Strategy

- Monitor vendor spend and identify negotiation opportunities.
- Implement processes that encourage more cost-efficient purchases.

Consultative Intelligence

Summary

## Consultative Intelligence from Our Experts

Adding Consultative Intelligence to your toolkit means you can blend the in-depth knowledge of your own team with the perspective of experienced consultants. We'll provide:



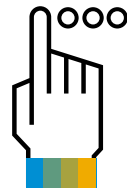
### Reporting Assistance

A designated Reporting Consultant will be there to support you through every stage of your business evolution.



### Strategy Development

We'll explore your goals and help you maximize data usage across your organization, so you see the greatest ROI.



### Custom Reports

You'll gain powerful insights, enabling you to reduce complexity, manage spend more proactively, and address market specific needs.

## Let's Drive Up Performance Together

Improve outcomes by taking advantage of SAP Concur value-added reports and years of experience across sectors.

Consultative Intelligence

Improving Performance



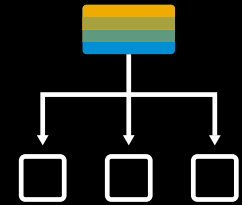
### Hidden Costs Uncovered

We know precisely where to go hunting for savings – in places where others may not have looked.



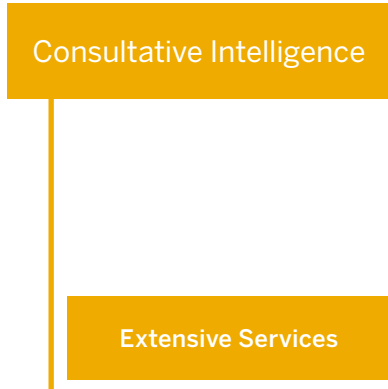
### Insights – The Way You Want

We'll deliver results via reports and dashboards, tailored specifically for your company and its objectives.



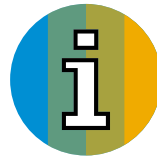
### Sharper Decision Making

We'll build a proactive partnership, rooted in practices and capable of making powerful strategic decisions.



## You'll Get Extensive Service, Every Step of the Way

Consultative Intelligence comes with outstanding service.



### Proactive Consultation

Your designated consultant will use a direct and targeted approach to proactively address immediate business priorities and actual business objectives.



### We Stand Ready To Help

We are your frontline for all data and analytics questions. Working together, you'll develop an ongoing relationship with a designated SAP Concur expert.



### Around-the-Clock Support

Day or night, you can submit support cases with our online portal to address problems whilst you're on the go.

#### Did you know?

We provide support in multiple languages, including English, French, German, Spanish and Italian as well as providing country-specific insights.

Watch this video to find out more about how Consultative Intelligence can help you **make faster, more informed business decisions.**

[Watch Now](#)

## Thank You

With Intelligence, you can spend less time tracking down spend data – and focus more on the key decisions and activities that will enhance your business.

### Ongoing Support

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

### Systems Issues

Visit the [support page](#) to raise a case and/or ask your Service Coordinator.

Contact Us



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