

The Freedom Effect



**Companies with great
employee experience
outperform their
peers by 122%”**

Accenture, 2017 Employee
Experience Reimagined



A new kind of worker

To win in the marketplace you must first win in the workplace. But how do you do that when today's workplace is going through such seismic change? The fact is, there is a new worker emerging in the world today. A worker with different values and different expectations. For this worker, the focus is no longer just about money, location, or role. But also on culture, lifestyle, and balance.

Having grown up with the online world, the new 21st century worker has a whole range of skills and knowledge to bring to the workplace. Employers need to support the needs of this new talent or risk being left behind. They need to have better conversations, create better experiences and demonstrate that they understand their needs and deliver the outcomes they want – outcomes that we call 'the freedom effect'.

The freedom effect

Over the following pages we explain how SAP® Concur® can transform your workplace and deliver this 'freedom effect'. As well as empowering your people with smart, automated solutions, we explain how SAP Concur can help you become more profitable, more productive, and closer aligned to the needs of the 21st century worker.

Creating a culture of freedom

Millennial and Gen Z workforces have come of age in an era of rapidly advancing technology, and the digital world has reshaped the modern workplace. Raised with high-speed connectivity and touchscreen interfaces, today's tech-savvy workforce is defined by technology and it is imperative to be switched on, charged up, and always connected.





**49% of millennials
believe new technologies
will augment their jobs”**

The Deloitte Global Millennial Survey 2019

Different attitudes

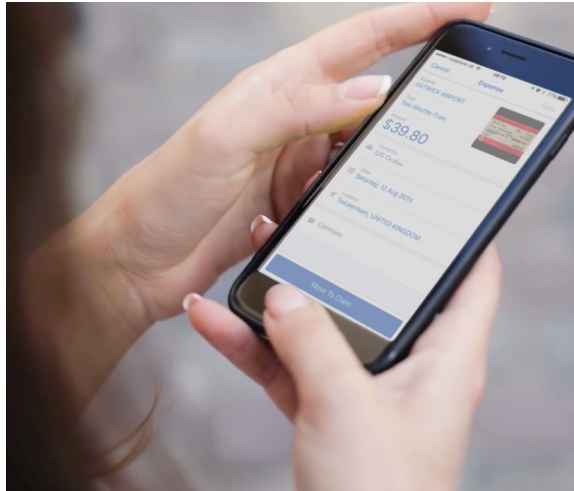
21st century workers have also changed their attitudes towards their careers. They have new ideas, new principles, and they bring new skills to the table. To mirror this, they expect their employers to deliver new approaches and new innovations. Most of all, they are masters of their devices and have developed high expectations of technology. If an app doesn't work as it should, it will soon be deleted.

Smarter working

At SAP Concur we deliver an intuitive, mobile-first experience that your workforce will love to use. We liberate them from mundane paper-based tasks such as doing expenses – the admin equivalent of purgatory. And we make the angst of booking business travel and keeping track of receipts on the road fast and painless. Not only for your business travelers, but also for your finance team. A significant step forward towards a happier, freer business culture.

A smartphone world

The smartphone is like having a second brain in your pocket. Today's worker believes their smartphone should also be playing a greater role in their business lives. In fact, many see their working day being conducted on it.



Freedom to thrive

As well as using time saving apps that are easy to learn, use, and navigate, they want consumer-grade business solutions that connect with apps such as Uber or Airbnb – without any drop in the user experience. At SAP Concur, we match these expectations with a complete suite of travel, expense and invoice management tools on a smartphone or tablet. These AI-based tools help employees find flights, book rooms, and manage expenses, making it simpler and a lot more convenient.

Freedom to work faster

With SAP Concur, employees are in control of their business lives. As well as spending on average 78% less time booking a business trip, they'll also spend 60% less time completing their expense reports¹.



58% of business travelers use an app to help them with their travel expenses”

AMEX GBT. ACTE (2017)

¹ “Empower Organizations to Digitally Transform Their Expense, Travel, and Invoicing Processes,” IDC White Paper, 2018.



Fulfilling your duty of care

You're well aware of the challenges business travelers face these days. For Gen Z, these are only going to increase, and you need to be aware of the real and potential risks. A recent report said eight in 10 travelers felt their personal safety could be threatened when abroad. Findings also showed that fewer than four in 10 Gen Z-ers research crime levels at the destination, neighborhoods they should avoid, or safety standards of public transport before they travel.

Freedom to go anywhere

With SAP Concur you can protect your people by helping them remain aware of incidents and change travel itineraries anywhere around the world. Be it a simple change of plans or an emergency, you can rest assured that you can fulfill your duty of care. For example, you can direct your people to quality healthcare no matter where they might be and organize their safe return.



73% of business travelers expect their company to proactively contact them within two hours of an emergency event”

Global Business Travel Association

Freedom to change plans

No matter where employees are, you'll be able to locate and communicate with them, review their travel plans, proactively identify risks, assess their impact, and deploy local response teams if necessary. Should there be a disruption in a city where a meeting is taking place, attendees can be instantly alerted of the fact. And you can use voice, email, SMS, or a mobile app to confirm messages have been received, read, and establish two way communication.

The Freedom Effect

In the 21st century marketplace, you need to keep up with current trends and cultures expected of the workplace. Modern and efficient streamlines are imperative in keeping talented workers happy and motivated. SAP Concur is ready to transform the workplace and deliver the 'freedom effect' for your people. Empowering them with smart, automated solutions, that help you become more profitable, more productive, and closer aligned to the needs of the new worker.

Contact us to discover how.
www.concur.com