SAP Concur C:

Make Things Easier for Employees, and Things Get Better for You

The employee experience and its impact on business.

THE BEST RUN **SAP**

What's good for employees is good for the organization.

Here's the story in 11 words:

Automating travel, expense, and invoice processes boosts engagement, productivity, and savings.

It's a simple formula, yet it improves the working experience for every single person in your organization. And as the employee experience gets better, so does the customer experience — right along with your products, your productivity, and your profits. Here's the proof:

Organizations that create exceptional experiences for employees see exceptional results:

17% higher productivity

21% higher profitability

24% lower turnover
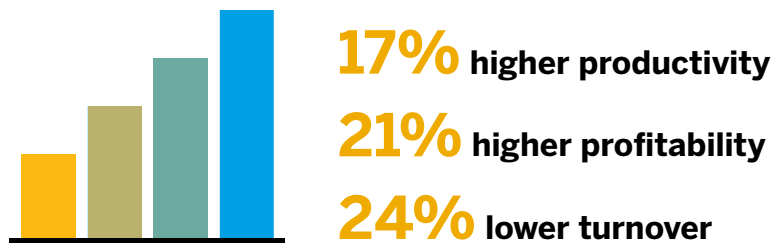
Gallup, State of the Global Workplace

In other words — six words, to be precise — improving the employee experience improves business.


68%   **79%**
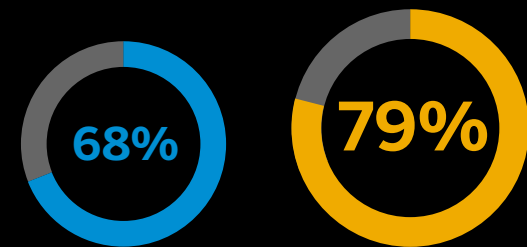
Today, **68%** of firms say the employee experience is an important factor that impacts their ability to deliver on business objectives. Within two years, that number will grow to **79%**.

Improve Travel Expense and Invoice Management to Drive Better EX, Forrester, 2019

"This is how we've always done it" isn't doing it anymore.

Organizations know things need to change, but even though they're focused on the employee experience, they don't feel equipped to handle it.

84%

9%
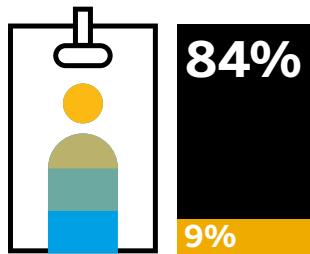
In Deloitte's 2019 Global Human Capital Trends report, **84%** of leaders point to employee experience as a top priority — but only **9%** believe they are ready to address the issue.

Creating the ideal employee experience doesn't mean paying them more. Or adding perks to your HR policies. It takes the full-fledged commitment from leaders across the organization to look forward, to see past the status quo, and to evaluate every process and every tool that affects your employees, then make those tools better.

Take travel booking and expense reports, for example. Do you like doing them? Do you wish they were easier? Can you imagine how much better business travel and everyday work would be if they were somehow magically automated?

This doesn't take imagination. It takes innovation. And finance and IT must work together to get it done. When they do, it will improve every employee's experience and significantly and positively impact the organization as a whole.

13%
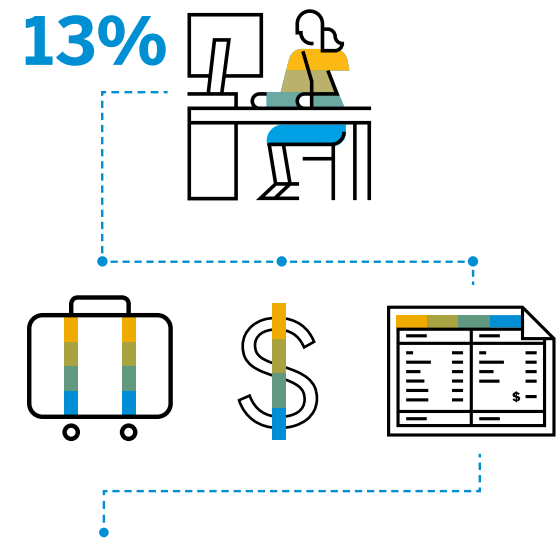
Only 13% of organizations have IT and finance in close partnership, working effectively towards a united travel, expense, and invoice strategy.

Improve Travel Expense and Invoice Management to Drive Better EX, Forrester, 2019
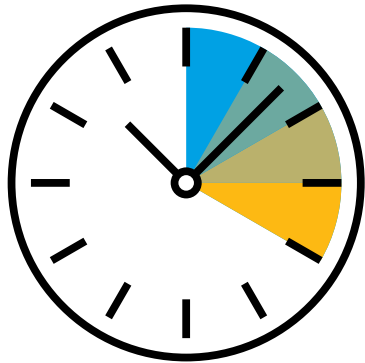
This is work. But it doesn't have to be so much work.

We aren't proposing people take it easy at the office, we're simply talking about taking menial, manual tasks off their plates — ultimately giving them more time to do more important work.

How? Use automation and intelligence to take T&E from awful to awesome.

By automating and integrating travel, expense, and invoice processes, you can create a smooth, simple experience that makes users, finance, and the IT team happier, while helping the business run better.

Give employees apps they want to use to help manage every trip, expense report, and PO, and you'll bring productivity back to the business.

IT will see adoption go up and help-desk inquiries go down, while finance will be able to see and control more spending.

You'll get a single solution that's easy to roll out, administer, and integrate with existing systems, and you'll have hands-on support all the way.

Happier, more productive employees. Fewer questions. And greater control over spending. Without all the work.

**More time.
Less work.**

"Concur allows me to complete expense reports on the go, giving me more free time and less administrative time once I return from a business trip."

See How
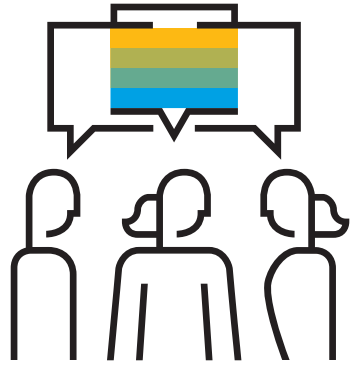
Four rules of engagement.

Bringing finance and IT together may not be as easy as walking across the hall, but aligning on the goals of greater engagement and improved employee experiences is certainly simple to agree on. The following are four key results to set your sights on as you begin.

1

Happier employees get more done.

Start by eliminating every piece of paper and manual step from the T&E process — a process that affects almost every employee — and you'll start seeing more smiles.

- Give employees a single, simple app to book travel, manage expenses, and review invoices.

- Let them use your booking tool or book directly with their favorite brands — from major airlines to Uber or Airbnb — and get the same, great experience either way.

- Ensure data from electronic receipts (and photos of paper receipts) flows right into the system, so charges are automatically populated, itemized and categorized.

You speed up reimbursement, proving to your employees you value their time. You also create an experience that engages and retains top talent, keeps them productive, and helps them focus on taking care of your customers.

Ditch the paper.

"Business travel is much simpler and less stressful knowing I don't need to hold on to any physical receipts."

Read More

2

A better experience delivers better visibility.

Give employees simple tools that offer the options they want, and finance will get the booking, itinerary, and spend data it needs.

- Get a complete, real-time look into your spending by collecting all of your spend data, all in one place.

- Give finance and budget managers role-based dashboards and spend alerts to manage spending before it happens.

- Use targeted apps to tackle everything from VAT reclaim and mobile spending to industry-specific tax and regulatory requirements.

Armed with all of this data, you can turn a better employee experience into better visibility, better control, and better savings.

87% of finance leaders cite the high number of inaccuracies caused by the human element of paper-based processes as their top T&E challenge.

Improve Travel Expense and Invoice Management to Drive Better EX, Forrester, 2019

3

A connected experience is a better experience.

Connect more data and more processes without adding more work.

- Integrate travel, expense, and invoice management in the cloud, so finance can manage your organization's spending in one place and IT can get one system that requires less time and attention.

- Use automated, native integration to keep data and processes moving between your travel, expense, invoice, and ERP systems.

- Connect your travel and expense spending in the context of all your business' data and details — without dependencies on IT — so finance can see and analyze spending any way they want.

- Connect the apps employees are using to your financial system, so they get the tools they love, and you get the data you need.

By making sure information is automatically updated and powerful analysis is at every user's fingertips, finance always has the right details, and IT has more time to tackle more projects.

4

A unified experience simplifies spending all over the world.

With the right approach and solution, you can bring this experience and spending control to all your teams and business units, all around the globe.

- Balance unique, in-market tax and cultural requirements with a singular process and solution for every team, business unit and country — so IT and finance can stay ahead of new regulations and standards.

- Look for implementation experience and best practices to guide you through the initial launch and as you roll the solution out organization-wide.

By creating a consistent experience from location to location, you create consistent control across all your spending, regardless of the rules and regulations of the countries in which you operate.
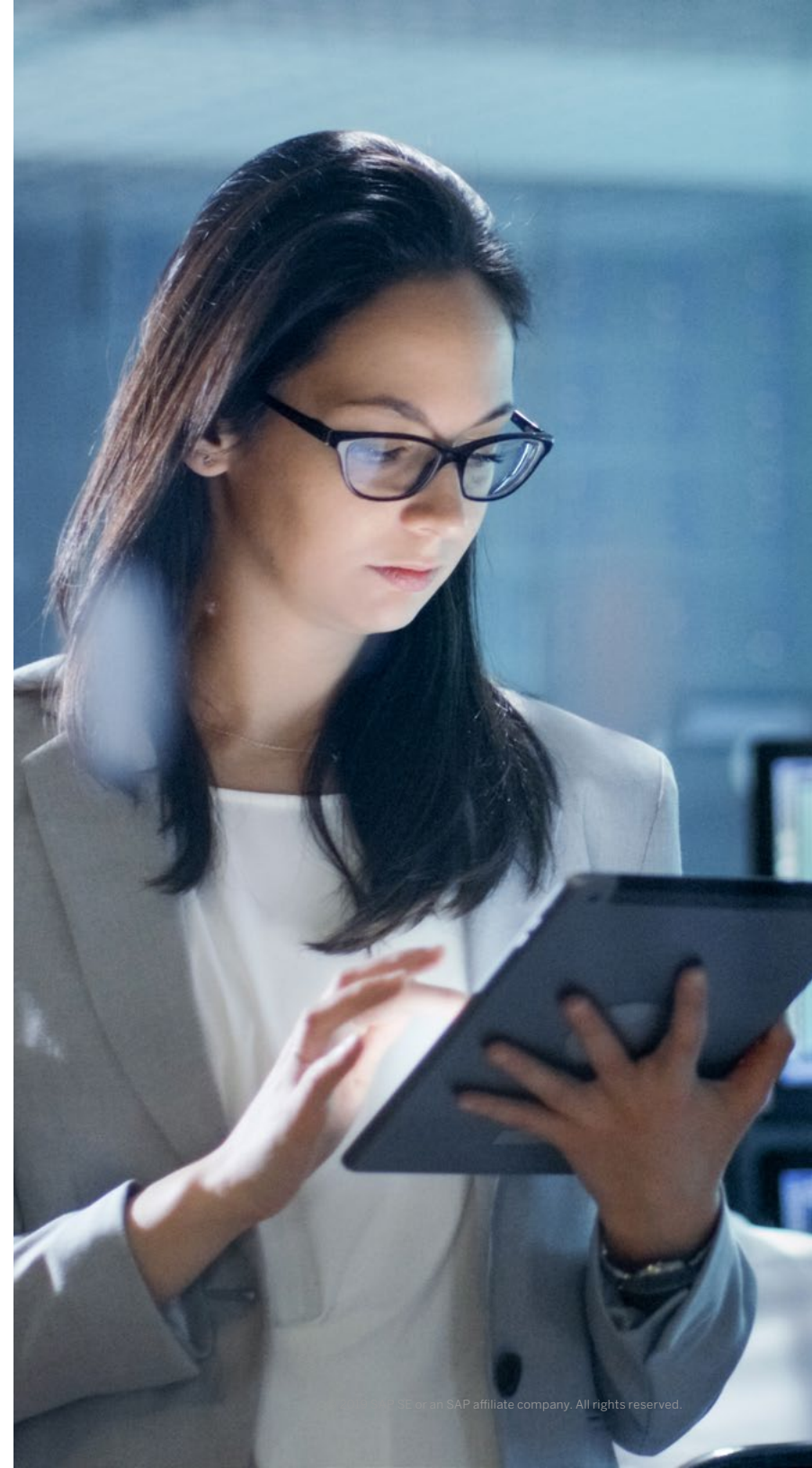
Happy employees and a healthy bottom line.

How do you get there? How do create the experiences that create engaged, effective employees — and ultimately create a stronger financial picture for your organization? The right solution eliminates the mundane and manual processes that take up employees' time. It gives them the tools they want to use and gives you the data you need. It brings intelligent tech to the table and takes unnecessary tasks off people's plates so they can focus on more valuable work – making it easier for IT to manage it all along the way.

SAP® Concur® is that solution. And by automating and integrating travel, expense, and invoice processes, it improves the employee experience and boosts bottom-line performance.

What could the SAP Concur experience do for you?
Find out now.

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