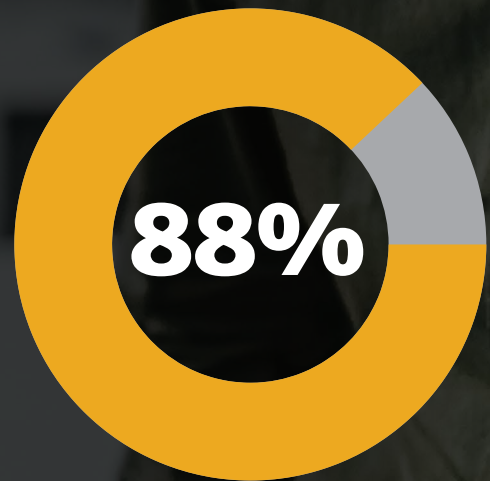SAP Concur C·

Gaining Control Over Spending in a Changing Business Reality

How SAP Concur Customers and Partners Have Achieved Business Outcomes

THE BEST RUN SAP

88% of executives agree that finding new ways to increase speed and flexibility in the management of travel, expense, and invoice is critical for organizational growth and profitability.

The Economist Group and SAP, Ready, Reset, Grow
April 2021

In March of 2020, while employees were working from home, finance teams quickly realized that vendors did not stop sending paper invoices to the office. This accelerated the need to streamline outdated processes and gain control over these inefficiencies to keep cash flow – and business – moving.

Before disruption became an everyday business reality, corporate spending was changing – and now it's changing even more. In the past, spending decisions were already spread out across the organization, but now the workforce has shifted to juggling its time between being in office and at home. This means transactions are even more decentralized. New digital payment methods were gaining traction even before personal protective equipment and new expense categories emerged. So now – when cashflow, cost, and budget control are the most critical – it's more important than ever to stay on top of spending.

Your organization might be at a critical point of decision, and if your business has not yet used the changing business landscape to move more towards a digitized core-process infrastructure, then you need to start now.

In this eBook, we'll share some success stories from our customers and partners to help inspire you on your journey to accelerate modernization of spend processes from accounts payable, mileage, and procurement card programs.

Table of Contents

Customers

AgriBank

University of Alabama

Coca Cola Bottling Co. Consolidated

Pima Community College

Smith and Nephew

Penn State University and Huron Group

Vertex Aerospace and AvidPay

Partner Insights

AvidPay

Deloitte

Huron Group

Motus

Achieving Impactful Business Outcomes

Business outcomes are what either a person, role, or group is held accountable to deliver in support of one or more corporate-level goals. SAP® Concur® solutions help our customers to drive positive outcomes for their business. This eBook focuses on the following achievable outcomes:

Increase AP Efficiency:

The efficiency and effectiveness of the accounts payable process can affect the company's cash position, credit rating, relationships with its suppliers, and accuracy of corporate financial reports. Accounts Payable departments are looking to continuously optimize, moving from a cost center to a profit center operating mindset – ensuring cash is not wasted on finance charges, advantage is taken on early payments, and that better pricing and delivery terms can be negotiated with vendors. Our customers and partners share their improved outcomes using Concur® Expense, Concur® Invoice, Company Billed Statements, and Global Pay solutions to automate and optimize their accounts payable processes.

Increase Procurement Oversight:

Increasing spend under management allows organizations to negotiate better pricing with contracted vendors, improve cost savings, procurement – employee efficiency, and accounts payable-employee efficiency. Our customers and partners share how having the proper tools in place, like Company Billed Statements, and Concur Invoice help to improve this outcome.

Improve Budget Compliance:

The ability to proactively manage budgets helps reduce operational interruptions and improves the effectiveness of forecasting and planning activities. Achieving visibility across all of the spend channels that impact budget before and after spending occurs reduces the time stakeholders spend on identifying and reacting to financial risk and non-compliant spend. Our customers and partners share how using tools like Budget, Concur® Request, and Drive can help achieve this outcome.

Forrester says outcomes are:

- An achieved end state that can be verified through measurable results

- Tied to a funded top-level initiative

- Defined through the lens of the person accountable for the end state

- Colored by the interests of related stakeholders

- Reached over time, through a problem-solving lifecycle

Agribank

Measurable Outcomes:

- Cut the time AP spends on expense reports by approximately 50 percent

- Reduced time from expense submissions to payments by giving managers mobile approval options

- Streamlined payments, eliminating manual re-entry of many invoice fields

- Decreased travel approval time by enabling managers to review budget and respond to requests using a mobile device

- Improved the overall user experience and staff experience by eliminating paper submissions

Solutions:

Concur® Budget

Concur ® Expense

Concur® Invoice

ExpenseIt®

Intelligence

TripIt®

"We can pre-code vendors or assign them to specific approving managers, when applicable," Young said. "That's another efficiency for the AP staff because they're not having to code it, key it into the system, then forward it to the department for approval."

"We cut our AP time in half on each expense report. Instead of recalculating, now we just glance at the report to perform a quick audit and ensure the appropriate expense types were selected," Young said. "They're not recalculating and reviewing each receipt. They're using that time to perform other tasks."

Read the full case study

AgriBank✦

"We now have a full picture of our spend, and don't have to look into two or three different systems to merge and verify the information. That also makes reporting and overall fiscal governance easier as well. Everything we need to see is in one place."

"We can process more quickly, because we've taken away all of the manual work," Stevens said. "Our approvers and our regular users are much more productive, as well. The whole process is easier."

Read the full case study

THE UNIVERSITY OF
ALABAMA

University of Alabama

Measurable Outcomes:

- **Time Savings**: Every rollout has decreased the time it takes to submit, approve, and process expenses and invoices. Digitizing PO invoices alone cut the time staff spent processing those transactions in half.

- **Accelerated Reimbursements:** Expense reports are now processed and paid within 2.5 days

- **Reduced Costs:** By reducing manual processes, Stevens has been able to reallocate 3-4 FTEs to other higher-value functions

Solutions:

Concur Expense

Concur® Travel

Concur Invoice

Invoice Capture

Concur® Request

Concur® Detect

ExpenseIt

Concur® Triplink

Consultative Intelligence

Concur® Essential Care for Higher Education

Coca Cola Bottling Co.

Measurable Outcomes:

- Improved managed capital of mileage expenses

- Gained holistic view of mileage spend

- Improved accuracy of mileage reimbursements

- Improved cost savings

Solutions:

Concur Expense

Concur Travel

"The savings that we have been able to realize at Coke Consolidated have been in the millions. Whether that's ongoing cost savings or opportunity cost savings. Employing tools like Motus and SAP Concur, those are the kinds of tools that allow us to see what we're spending, where we're spending it, how we're spending it."

We recognized we were tying up a significant amount of capital every year with regards to these vehicles.

View Case Study

"They saw how much time we saved them, so they could focus on their real jobs, instead of managing paperwork."

Read the full case study

![Pima Community College logo]

Pima Community College

Measurable Outcomes:

- Improved back-office efficiency saving AP staff up to 45 minutes of manual entry per request

- Eliminated paper for travelers and P-card users with mobile tools

Solutions:

Concur Travel

Concur Expense

Intelligence

Concur Invoice

Company Billed Statements

Concur Essential Care for Higher Education

Concur Request

ExpenseIt

TripLink

More From Our Customers

"We selected Concur Invoice because, after reviewing all of the systems on the market, no one has a more innovative technology solution."

Elizabeth Sumpton, Sr. Finance Manager, Getty Images

"The most exciting aspect has been the increased speed with which an invoice is processed and paid."

Lisa C LeBlanc, Accounts Payable Manager, Tulane University

"We can instantly pull up an invoice, cross-reference against the PO, check bank details, search historical payments, and reduce the risk of error."

David Hawes, Finance Director, Devon Air Ambulance

81% of finance leaders lack total visibility into expense, travel, and invoices.

Connecting the Dots on Travel, Expense and Invoice Spend
SAP with research from Vanson Bourne, 2017

Smith & Nephew

Measurable Outcomes:

- Saved more than $1M on productivity improvements

- Increased visibility into budgets with robust analytics allowing managers to track spend behaviors

Solutions:

Audit Services	Concur® Select Care
Concur Travel	TripLink
Concur Expense	User Support Desk
Intelligence	Concur Detect
Concur® Expense Pay	Concur Budget
Company Bill Statements	
ExpenseIt	

"Thanks to SAP Concur reporting services, we have been able to produce top-of-the-line analytics. The fact that we have greater control over spend, and visibility into it, has allowed us to really position ourselves as business partners – not only creating information, but enabling decision making [for] our senior executives."

View Case Study

Smith+Nephew

Penn State & Huron Consulting

"Penn State had a legacy system that was fully automated, where they were bringing in procurement related charges into that legacy system. And their providing bank was splitting the feed and sending travel-type charges over to their old Concur instance. What Huron did, is we helped automate the Concur Request Module to manage their P-Card expenses, and then get the automated feed to go 100% into Concur, so they could actually start reconciling their procurement charges in Concur as well."

View Case Study

Listen to Podcast

Measurable Outcomes:

- Increased visibility into budgets and p-card spend before they occur using pre-approvals

- Consolidation of vendor payments, expense reimbursements, and travel expenses into one workflow

- Clearer and near real-time visibility into spend trends, behaviors, and cash flows

Solutions:

Concur Travel   Concur Request

Concur Expense   TripLink

Intelligence

Concur Essential Care for Higher Education

Vertex Aerospace & AvidPay

Measurable Outcomes:

- PAYDEX score improved from the mid-30s to a 77 six months after go-live

- Increased rebates from AvidPay, which offset the cost of SAP Concur solution itself

- Gained visibility into cashflow, shifting senior leader focus to high-level strategic concerns

- Improved organization credibility including supplier satisfaction and Dun and Bradstreet scores

Solutions:

Concur Expense

Concur Invoice

Concur Travel

Invoice Captiure

"Suppliers were demanding advanced payments. There were some that didn't want to ship a part until they had been paid," Cummins said. "The quantity of those has diminished: It's probably less than 10 percent of what it was six months ago. The suppliers are confident that they will get paid, and that's a major improvement in terms of both cash flow and business reputation."

"[SAP] Concur [solutions] took multiple steps out of our process, especially the repetitive ones. That put our internal accounts payable function back into more of a troubleshooting mode."

Read the full case study

Deloitte

"It is our job here to completely eschew the old way of thinking and embrace the technological approach that frees everyone up to pursue the strategic path."

"If you have not used COVID-19 as the spark to move towards a more digitized infrastructure, then you will probably not be around in another few years...this was the great leap of evolution..."

Our partner, Deloitte, helps SAP Concur customers in the spend management, P2P, and T&E spaces transform their environments and modernize their processes around travel and expense management and procure-to-pay processes. We had the opportunity to interview Oren Geshuri, Specialist Master, on the current state of AP automation in our podcast, SAP Concur Conversations.

Listen to the whole conversation here.

SAP CONCUR CONVERSATIONS

SAP

Listen to Podcast

Motus

Mileage is a top area of spend for many organizations. Our partner, Motus, is at the forefront of the evolution of mileage programs in the "work-from-anywhere" era. We had the chance to sit down with Ken Robinson, Market research Manager, on the SAP Concur Conversations podcast to get his take on optimizing mileage spend for this new era – including budget planning, employee experience, and more.

SAP CONCUR CONVERSATIONS

SAP

Listen to Podcast

"The value [of an optimized mileage program]…particularly when you're talking about the documentation or substantiation requirements that are outlined in the IRS tax code…It's about twenty-one hours a year that are saved per employee."

Listen to the whole conversation here.

Go Beyond Your Goals

SAP Concur solutions can help you transform your business and achieve your desired outcomes through the digitization of traditionally manual spend management processes – like invoices, procurement workflows, p-cards, and mileage tracking and reimbursement.

To get your organization on the right track, contact your SAP Concur Representative today.

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