

Francine Forges a Path to Greater Finance Efficiency

A journey to simplified spend management

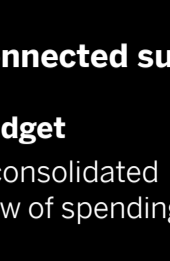


Meet Francine,

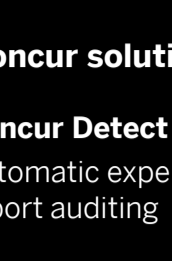
the finance team manager at a midsize Seattle tech company. Francine and her staff have a lot on their plates, from managing spend and travel budgets to processing invoices and expense reports.

When employees hit the road on business trips, the finance team's job becomes especially tough – largely due to a lack of visibility.

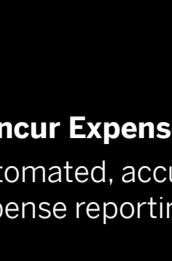
With this connected suite of SAP Concur solutions, Francine and her colleagues can:



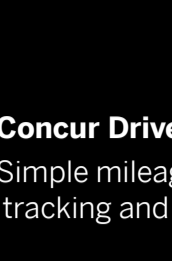
Get a real-time view of travel costs



Automate tedious manual tasks



Streamline budget management



Improve the company's bottom line

The connected suite of SAP Concur solutions

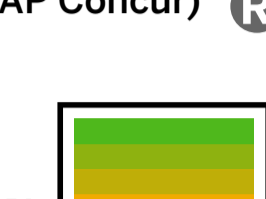
- B Budget** A consolidated view of spending
- D Concur Detect** Automatic expense report auditing
- E Concur Expense** Automated, accurate expense reporting
- Dr Concur Drive** Simple mileage tracking and reporting
- H Concur Hipmunk** Self-serve travel and expense solution
- I Concur Invoice** 100% automated invoicing
- T Tript Pro** A master itinerary for every trip
- R Concur Request** Easy travel requests
- A Active Monitoring** 24x7 monitoring and response
- L Concur Locate** Service to pinpoint employees anywhere

Here's how it works.

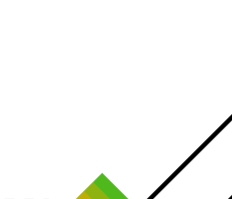
Travel Planning (Before SAP Concur)



Thomas, a sales manager Francine works with, is on the cusp of closing a new deal. But to seal it, he needs to fly to Chicago to meet his prospect in person.

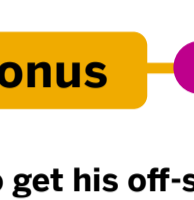


And since he's visiting the **Windy City**, he plans an **off-site training session** for the Midwest sales team to go over the brand-new software the company just rolled out.



None of this is on the finance department's radar – and Francine and her colleagues won't find out about Thomas's trip until a boatload of expense reports lands on their desks after his travels.

Travel Planning (With SAP Concur) R B



Instead of e-mailing people to get approval for his trip, **Thomas submits his travel plans through Concur Request**.



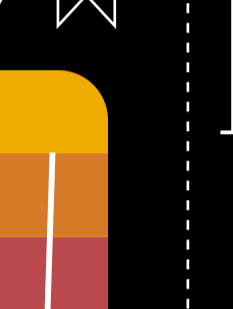
The finance department receives a notification, so his trek is no longer a mystery for Francine and her team.



Next, Thomas checks **Budget** to make sure the company has the funds available. He discovers it does, so **he quickly proceeds with booking his travel**.

Bonus I

To get his off-site training session in the works, Thomas uses **Concur Invoice**. He opens a PO with a vendor to host the meeting – and in no time, he gets word that the session's been approved.

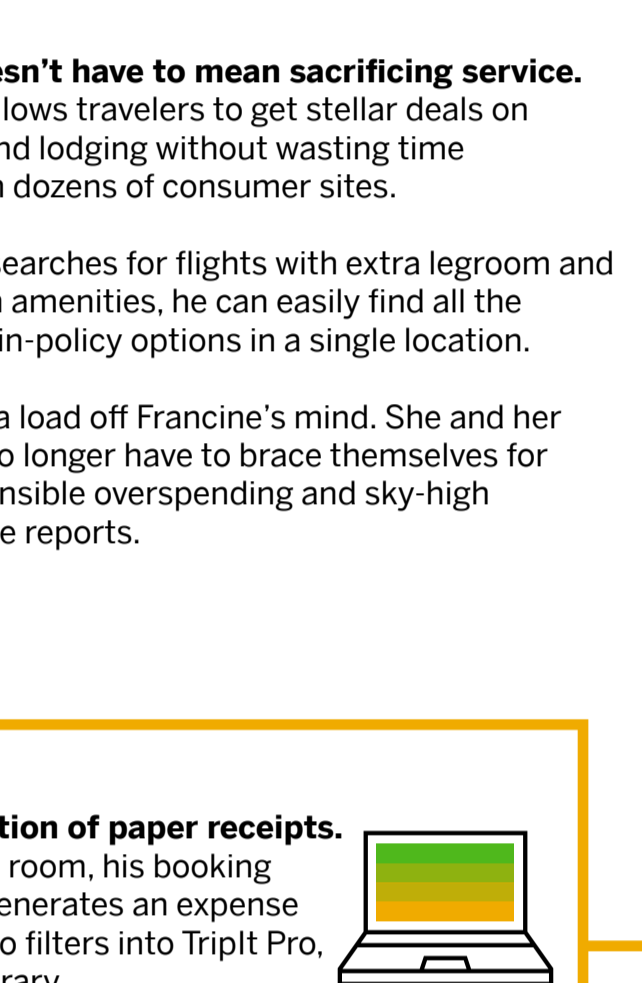


Travel Booking (Before SAP Concur)

Thomas is used to certain things when he travels – namely, the comforts of a familiar airline and hotel chain. So, when he heads to a third-party travel site, he books what he knows, regardless of price.

Without a travel and expense (T&E) policy limiting his options, Thomas is free to make whatever arrangements he likes. But his company pays a premium for it.

Worst of all, Francine and her finance team aren't even aware of the exorbitant travel costs until Thomas submits his receipts after his trip.

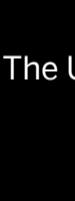


Travel Booking (With SAP Concur) H



Spending less doesn't have to mean sacrificing service. Concur Hipmunk allows travelers to get stellar deals on top-notch airfare and lodging without wasting time comparing rates on dozens of consumer sites.

So, when Thomas searches for flights with extra legroom and hotels with modern amenities, he can easily find all the reasonably priced, in-policy options in a single location.

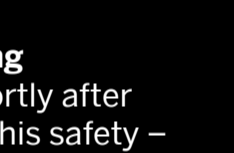


That's a load off Francine's mind. She and her team no longer have to brace themselves for irresponsible overspending and sky-high expense reports.

Bonus E T

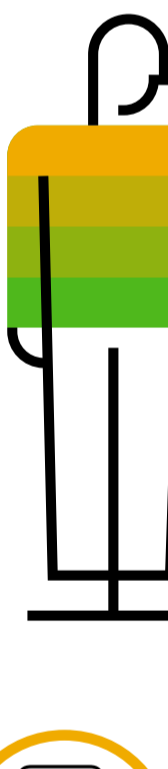
Everyone's job is further simplified by the minimization of paper receipts.

The moment Thomas reserves his plane seat and hotel room, his booking data flows into **Concur Expense**, which automatically generates an expense report and keeps a running tab of his travel costs. It also filters into **Tript Pro**, which organizes Thomas's travel plans in a unified itinerary.



On the Road (Before SAP Concur)

Taking a business trip to a major metropolitan area may sound like a lot of fun. But it turns out to be a lot of hard work for everyone involved.



Thomas must manually keep track of the mileage he travels to Seattle-Tacoma International.



Then, there's the snacks he buys at the airport.



The Wi-Fi he purchases on the plane.



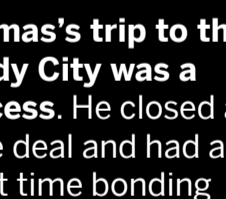
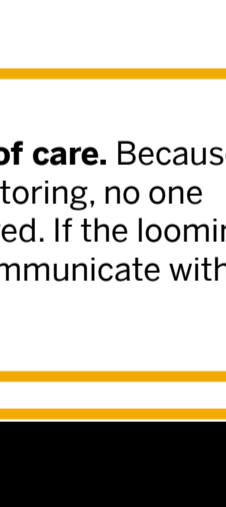
The Ubers he takes to get around Chicago.



The receipts just pile up. And Thomas better not lose any. If he does, Francine's team won't be able to reimburse him.



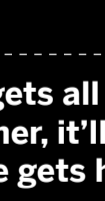
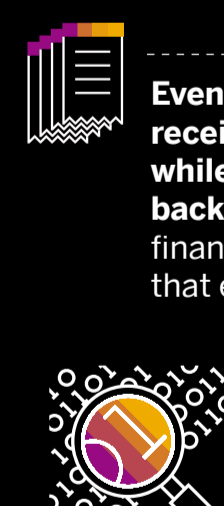
Tracking his mileage and receipts isn't the only thing on Thomas's mind. He's still unsure about the status of the software training session he planned for his team – he never got the go-ahead from the finance department.



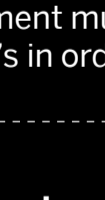
And, of course, there's what meteorologists are calling "Snowmageddon," which is expected to hit Chicago shortly after Thomas's arrival. All of his colleagues are concerned for his safety – so someone at his company reaches out to make sure the plane touched down and he got to his hotel OK.

On the Road (With SAP Concur) Dr E

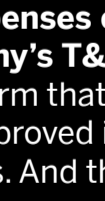
Given all the traveling, meals, and meetings, business trips are already hectic enough. Keeping track of vehicle mileage and collecting a bevy of receipts only adds to the chaos.



With Concur Drive, Thomas no longer needs to monitor his miles. The mobile app automatically captures the distance, ensuring he's compensated for the mileage traveled.



Concur Expense and Expenselt, meanwhile, **render the collection of paper receipts obsolete.**



When Thomas makes a purchase using his corporate credit card, **an expense report is automatically generated.** All he has to do is snap a quick pic of his receipt using his mobile device.



With Uber for Business, he doesn't even have to do that. **The costs of his rides flow directly into Concur Expense.**



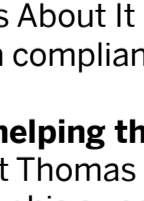
Thomas's off-site training session isn't an issue, either.

On the way to his client meeting, he checks the SAP Concur app on his smartphone and finds that his invoice from the venue has arrived.



With just a few taps, he accesses all the invoice details, views an image of the invoice, and learns how the session will impact his budget. Satisfied, he accepts the cost of goods received with a simple push of a button.

Bonus A L



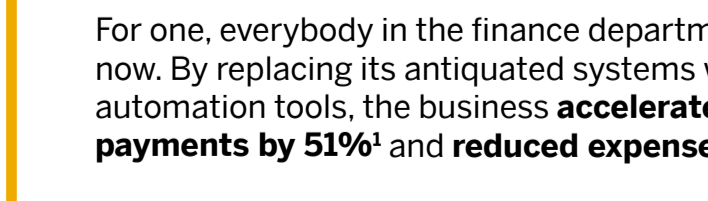
Another essential duty is also simplified: duty of care. Because the company uses **Concur Locate** and **Active Monitoring**, no one has to check in with Thomas to make sure he arrived. If the looming snowstorm hits, staff can pinpoint his location, communicate with him, and help guide him to safety.

Back Home (Before SAP Concur)

Thomas's trip to the Windy City was a success. He closed a huge deal and had a great time bonding with his team at the training session.



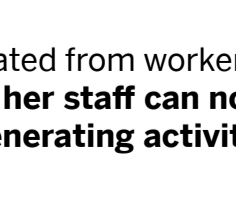
But while he's back home in Seattle, **his trip won't truly be complete until he submits all his expenses for reimbursement.**



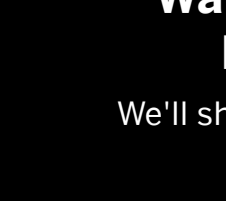
Considering all the receipts he collected in Chicago, this won't be an easy task. First, he's got to find them all. This requires rummaging through his wallet, suitcase, and pants pockets and hunting down digital receipts in his e-mail.



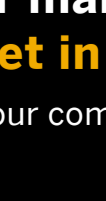
Even after he gets all his receipts together, it'll still be a while before he gets his money back. Why? Because now, the finance department must check that everything's in order.



And between the fat stack of paper receipts Thomas left on Francine's desk and the digital receipts he forwarded to the finance team's inbox, **sorting through this mess is going to take some time.**



Someone has to check that all the expenses comply with the company's T&E policy. They have to confirm that Thomas purchased only approved items from approved vendors. And they have to get all this data manually keyed into their accounting system.

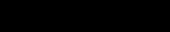


After reviewing all the purchases by hand, one receipt stands out as just plain baffling: **What the heck is No Bones About It?** And why did Thomas submit that receipt with his other business travel expenses?

Back Home (With SAP Concur) D E



Because Thomas took advantage of a suite of SAP Concur solutions during his trip, he doesn't have to bring home a heap of paper receipts. Everything was captured digitally along the way.



Before his plane even touches down in Seattle, **Thomas simply fills out a few fields of information, clicks "Submit" on his expense report, and his reimbursement is set in motion.** So, the moment he returns to the office, he can get back to concentrating on his job: closing deals.

Francine and the finance team's work is also much easier. Thanks to **Concur Detect** by AppZen, they don't even have to review Thomas's receipts. Artificial intelligence (AI) scans them all, flags only those that are questionable – like the one from No Bones About It – and passes them off to auditors to ensure they're in compliance.



With AI helping them, Francine and the finance department learn that Thomas mistakenly submitted his doggie day care receipt for his sweet little pug, Lucille. And as much as the company loves puppies, Thomas is going to have to foot that bill on his own. (Sorry, Lucille!)

Bonus

Peter's Perspective (The CFO Takes Note)

Thomas, Francine, and the finance team aren't the only ones who recognize the remarkable benefits of a connected portfolio of SAP Concur solutions. Peter, their company's CFO, also sees the advantages.

For one, everybody in the finance department is much more efficient now. By replacing its antiquated systems with innovative automation tools, the business **accelerated vendor invoice payments by 51%**¹ and **reduced expense report errors by 60%**²

This increased efficiency has substantially impacted the company's bottom line. In fact, the organization **has saved \$39,000 a year by automating its invoice and expense management processes.**³

And because tedious manual tasks are eliminated from workers' plates, **finance employees like Francine and her staff can now dedicate more time to strategic revenue-generating activities designed to grow the business.**

Want to find out how to better manage your business's travel spend? Get in touch.

We'll show you how to control costs and whip your company into shape.

Contact us

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