SAP Concur [C]

SAP® Concur®
All You Need to Build a Thriving Business

Our connected solutions grow with your company every step of the way
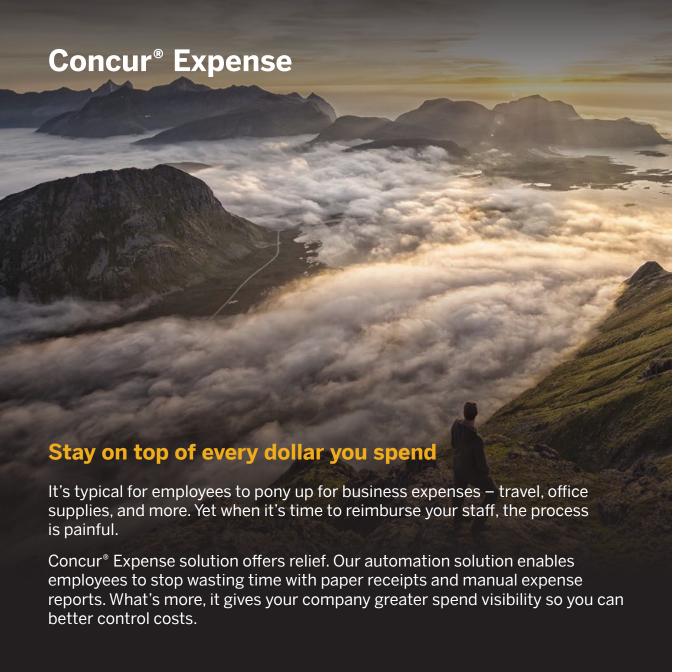
THE BEST RUN **SAP**

Simplifying Spend for a Complex World

Today's organizations focus on many important business areas – driving sustainable growth, controlling spend, making data-driven decisions, increasing efficiency, and optimizing performance. At SAP® Concur®, we strive to help you simplify and streamline everyday business tasks so you can stay focused on what matters most to you and your organization.

SAP Concur solutions are designed to eliminate the complexities tied to travel and expense. Our connected products save time while unlocking rich data insights that mitigate risk, detect errors, and protect your company from harm. And they provide a window into the vital statistics and intelligence that propel your business forward. We're excited to offer you all the tools you need to fuel your success.

Concur® Expense

Stay on top of every dollar you spend

It's typical for employees to pony up for business expenses – travel, office supplies, and more. Yet when it's time to reimburse your staff, the process is painful.

Concur® Expense solution offers relief. Our automation solution enables employees to stop wasting time with paper receipts and manual expense reports. What's more, it gives your company greater spend visibility so you can better control costs.

Employees: 650
Industry: Professional Services
Customer Since: 2009

"

EDSI is a high-performing culture, and we live by our core values of 'show up, smile, and support.' Utilizing SAP Concur solutions has really helped us drive those values, live that mission, be more effective, and be more efficient."
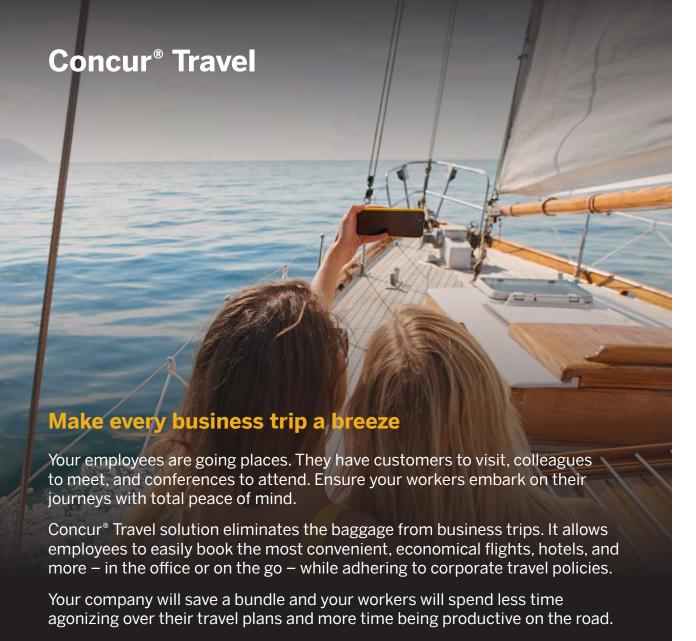
– Roe Falcone, Regional Director of Operations, EDSI

The Challenge:

Serving more than 600 employees in over 40 offices around the country is difficult. And tracking travel expenses in an antiquated spreadsheet system doesn't make it any easier. Too often, EDSI spent more time managing its expenses than serving its people.

The Solution:

EDSI used Concur Expense to reduce expense report processing costs and shorten reimbursement approval and delivery times. By consolidating processes into a single intuitive, automated system, EDSI managers and employees were able to improve spend visibility and cost control. The company also cut expense and invoice submission times by 75% and lowered processing times by 66%.

Concur® Travel

Make every business trip a breeze

Your employees are going places. They have customers to visit, colleagues to meet, and conferences to attend. Ensure your workers embark on their journeys with total peace of mind.

Concur® Travel solution eliminates the baggage from business trips. It allows employees to easily book the most convenient, economical flights, hotels, and more – in the office or on the go – while adhering to corporate travel policies.

Your company will save a bundle and your workers will spend less time agonizing over their travel plans and more time being productive on the road.

Customer Story: NuVasive

NuVasive

Employees: 2,400
Industry: Medical Devices
Customer Since: 2008

> **[Rocketrip integrated with Concur Travel] really has helped us bring a little bit of fun back into travel. And instead of punishing people for things that they shouldn't be doing, we're rewarding people for going above and beyond and saving money for the company."**
>
> – Courtney Moran, Travel Manager and Senior Buyer, NuVasive

The Challenge:

Finding new ways to save money within a mature travel program can be tough. Tightening travel policy seems like an easy answer – but that could negatively impact employee happiness. For NuVasive, the challenge was two-fold: How could the company encourage employees to book with Concur Travel to effectively manage expenses? And how could it motivate staff to make cost-conscious decisions on travel spend?

The Solution:

NuVasive solved both challenges by taking a unique approach to employee engagement – powered by a pre-built partner integration with Concur Travel. Rocketrip, an SAP Concur App Center partner, has designed a travel-based employee engagement solution to reduce costs. By giving employees a custom price to beat before they book their trip within Concur Travel – plus motivating them with half of what they save to redeem for rewards like cash cards, gift cards, and charitable donations – Rocketrip has helped NuVasive save 18% on travel costs.

Concur® Invoice

Keep a close eye on your cash flow

Dollars dictate success. The difference between your company flourishing and floundering is your ability to gain an accurate, timely view of the money coming into and going out of your organization.

Concur® Invoice solution gives you the visibility you need to control spend and increase profits. And by putting invoice management on autopilot, you can devote more energy to strategic, revenue-generating activities.

Customer Story: Promat

Promat

Employees: 50
Industry: Manufacturing
Customer Since: 2016

"

Now, we have a much less stressed accountant that can get 25% of her life back ... and it can be done on the fly – literally in a taxicab."

– Tory Kinson, Regional Director, North America, Promat

The Challenge:

Manually processing 500 invoices per month leaves little time to do anything else – especially with only one staff accountant on the job. To give its finance professional the opportunity to perform analysis, reporting, policy enforcement, cost reduction, and other expected functions, Promat sought a scalable, automated, and sustainable solution that could support the company's rapidly growing business.

The Solution:

With Concur Invoice, Promat's staff accountant gained the ability to approve and process invoices with increased speed and accuracy. And by making the invoice management process digital, it's now easier than ever to access important financial information. The time savings this provides will do wonders for the business. But best of all, it'll allow the company's accountant to take a well-deserved vacation.

Analytics

See the overall picture with powerful and reliable data

With a unified view of data, you can empower key stakeholders with the information they need to understand and impact the bottom line.
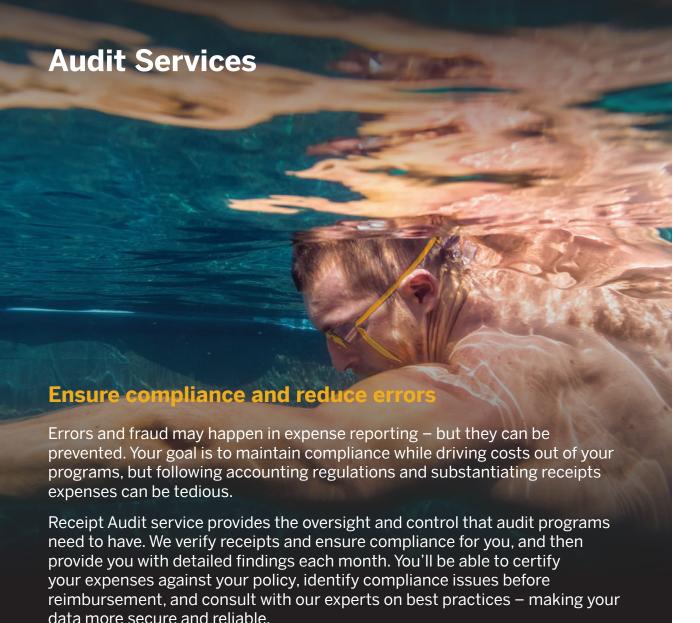
Analytics cloud service allows you and your stakeholders to see data in near real time to drive actionable insights, personalize views with interactive dashboards and reports, and manage spend proactively with alerts and reports delivered directly to inboxes.

The Challenge:

At many companies, data and analytics are frequently overlooked or underappreciated. Data silos, data integrity issues, and ineffective reports mean the whole picture is missing, and growth opportunities are lost.

The Solution:

Analytics collects and synthesizes data from SAP Concur solutions to create a single, comprehensive view into your spend. It allows you to see data in real time to drive actionable insights, personalize views with interactive dashboards and reports, and manage spend proactively with alerts and reporting. This gives your organization the comprehensive information it needs to make important decisions.

Audit Services

Ensure compliance and reduce errors

Errors and fraud may happen in expense reporting – but they can be prevented. Your goal is to maintain compliance while driving costs out of your programs, but following accounting regulations and substantiating receipts expenses can be tedious.

Receipt Audit service provides the oversight and control that audit programs need to have. We verify receipts and ensure compliance for you, and then provide you with detailed findings each month. You'll be able to certify your expenses against your policy, identify compliance issues before reimbursement, and consult with our experts on best practices – making your data more secure and reliable.

Customer Story: The McKnight Foundation

MCKNIGHT FOUNDATION

Employees: 50
Industry: Nonprofit
Customer Since: 2013

"

Receipt Audit makes sure our employees are in compliance with our expense policies. Employees knowing that their receipts are being looked at increases employee credibility."

– Malaika Smith, Accountant, The McKnight Foundation

The Challenge:

The travel and expense process was entirely manual at the philanthropic organization The McKnight Foundation, leading to an immense time drain. Employees had to attach paper receipts to manually created spreadsheets, and the accounting team would then physically enter all the information into a database to generate employees' reimbursement checks. Valuable time was burned during this lengthy process.

The Solution:

Using Audit Services transformed The McKnight Foundation's entire travel and expense system. Not only has it saved time for both frontline employees and the back office, it has also made data more reliable and given employees more access to all of their information, like expenses, historic data, and more. The organization has saved 50% of the time its staff previously spent on filing expense reports, and it now has 100% visibility into employee spend.

Budget

Capture company spend before and after it happens

Financial planning is a given for businesses. But plans often go awry. Your company needs a solution that makes it easy to adjust your finance strategy as your plans change.

Budget provides a near-real-time look at your financial resources. This accurate view of your cash flow gives you the power to make better spend decisions that support your short- and long-term business goals.

Customer Story: RED

red

Employees: 200
Industry: Recruitment
Customer Since: 2016

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As with expenses, we have a clear audit trail for travel. Nothing can be booked without going through SAP Concur, so mistakes are less likely to happen."
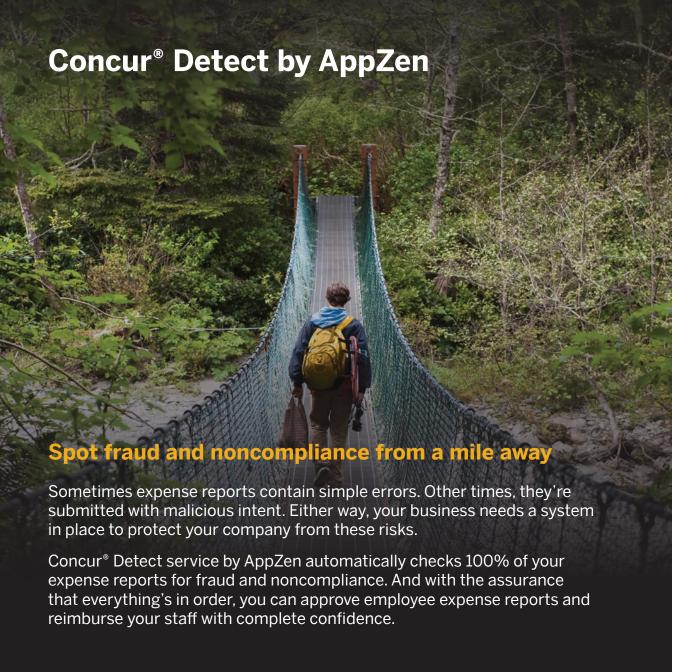
– Luke Braham, Head of Technology Operations, RED

The Challenge:

For years, RED was plagued by process inefficiency – especially when it came to expenses. The company searched for a solution that could automate its expense approval processes, and it was beyond excited to find an entire suite of connected products to improve expense, travel, invoice, and budget management.

The Solution:

Since implementing Concur Expense in 2016, RED has adopted the full SAP Concur platform. Budget is the latest tool the company has rolled out. The solution enables budget owners throughout RED to not only see real-time spend data but also use that insight to make better, more cost-efficient business decisions.

Concur® Detect by AppZen

Spot fraud and noncompliance from a mile away

Sometimes expense reports contain simple errors. Other times, they're submitted with malicious intent. Either way, your business needs a system in place to protect your company from these risks.

Concur® Detect service by AppZen automatically checks 100% of your expense reports for fraud and noncompliance. And with the assurance that everything's in order, you can approve employee expense reports and reimburse your staff with complete confidence.

Customer Story: Portola Pharmaceuticals

> "Concur Detect by AppZen has **drastically helped decrease the volume of expense reports** we audit by one-third."
>
> – Randi Lowis, Accounts Payable Manager, Portola Pharmaceuticals

The Challenge:

In 2017, Portola hired a 52-person salesforce. At the same time, the company introduced a new enterprise-wide credit card program. These changes led to a tremendous increase in expenses, and Portola's suddenly overworked finance staff desperately needed a solution to assist in auditing the additional expense reports.

The Solution:

Portola found a remedy to its situation in Concur Detect by AppZen. Using the solution, Randi Lowis – the company's accounts payable manager – was able to decrease the number of expense reports her team had to audit, providing the employees with more time to focus on high-risk expenses.

Concur® TripLink with TripIt® Pro

GANT
TRAVEL MANAGEMENT

Employees: 150
Industry: Travel Management
Customer Since: 2012

"

It's not about going rogue or letting people do whatever they want. It's about knowing where people are, being able to support them when they need help, and also being able to capture spend."

– Patrick Linnihan, President and CEO, Gant Travel Management

Regain control and increase visibility into travel and spend

No matter how well planned a trip is, sometimes things happen that are outside of your control. Add in external bookings and private itineraries, and a standard trip becomes even harder to keep track of.

Concur® TripLink cloud service's network of connected suppliers brings outside bookings back into your travel program, allowing full insight on travel and spend. TripIt Pro is a popular app that has alerts, trackers, maps, and more – and it's a great perk for your business travelers.

With Concur TripLink, travel managers get a complete view of spend and deliver on duty of care and enhanced reporting with trip data, while travelers get real-time alerts and reminders – adding to everyone's peace of mind.

The Challenge:

Gant Travel Management works with small and medium-sized businesses, focusing on solutions for business travel arrangements as well as corporate travel management. Gant used various tools to support its customers, but different applications did not always integrate smoothly, and customers had to switch and coordinate between different systems and apps, leading to wasted time and increased frustration.

The Solution:

The team determined they should switch to one comprehensive platform rather than piecing together different systems, making their customers' trips easier to manage. With Concur TripLink and TripIt® Pro service, Gant was able to more fully support their business travelers. By aggregating key information, the SAP Concur platform enables Gant to provide higher traveler satisfaction, and these integrations and partnerships within the travel ecosystem ultimately help business travelers have a more seamless journey.

Intelligence and Consultative Intelligence

Gather the insights needed to make better business decisions

The more information an individual has, the better equipped they are to make data-driven decisions that make sense for the organization. And with a system that provides insight into every part of the business, you can rest assured knowing that no area is overlooked.

Intelligence cloud service allows a single, clear view into spend by combining travel, expense, invoice, and credit card data analytics into one business intelligence system. Users can utilize dashboards and reports built on best practices to deliver a more complete picture of spend, so you can monitor trends, enforce policies, and simplify your spend management. With Consultative Intelligence service, reporting consultants provide assistance to those who need help with reporting strategies and developing custom reports.

Customer Story: Gonzaga University

Employees: 1,133
Industry: Education
Customer Since: 2012

> **The benefits of SAP Concur, related to our old process for corporate card and travel management, are incomparable. This tool has saved me so much time in my various roles that it has allowed me to take on additional duties to further support the mission of the university.”**
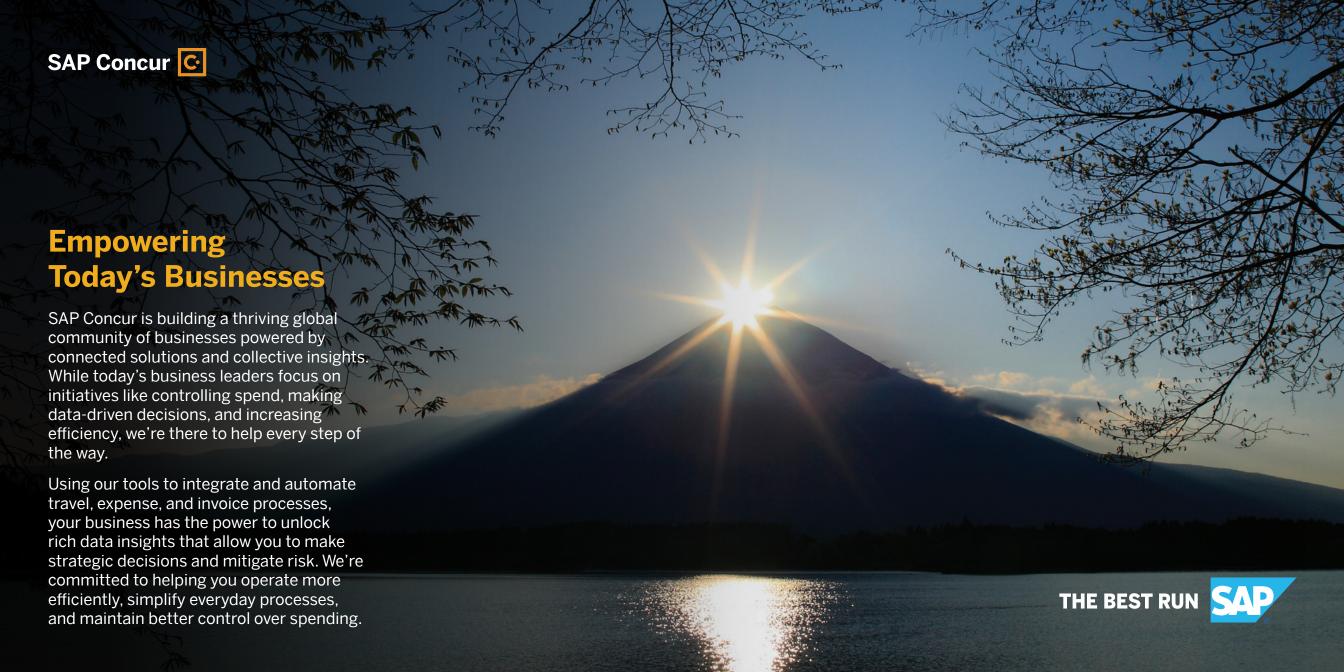>
> – An Assistant to the Vice President of Policy, Planning, and Administration, Gonzaga University

The Challenge:

With its increased focus on sustainability, Gonzaga University wanted to streamline its travel and expense system and move away from a paper report process. It also needed improved data visibility to gain better insights to drive business decisions.

The Solution:

Gonzaga University chose Intelligence to more efficiently support its thousands of faculty, staff, and students who book and manage travel and expense reports every day. The university was able to shorten expense processing time, improve approval transparency, and consolidate spend. As a result of implementing SAP Concur solutions, the expense processing time dropped from between 7 and 15 days to less than 3 days, and the university saved more than USD $9,000 in four months from unused ticket credits and air refunds.

Empowering Today's Businesses

SAP Concur is building a thriving global community of businesses powered by connected solutions and collective insights. While today's business leaders focus on initiatives like controlling spend, making data-driven decisions, and increasing efficiency, we're there to help every step of the way.

Using our tools to integrate and automate travel, expense, and invoice processes, your business has the power to unlock rich data insights that allow you to make strategic decisions and mitigate risk. We're committed to helping you operate more efficiently, simplify everyday processes, and maintain better control over spending.

For more on how SAP Concur can champion and support your business, visit us at **www.concur.com/smb.**