



Sponsored by:
SAP Concur

Authors:
Jordan Jewell
Harsh Singh

October 2018

Business Value Highlights

650%
three-year ROI

5 months
to payback

\$672,000
in savings on business travel
per organization

78%
less time to book a
business trip

60%
less time to complete an
expense report

30%
more efficient accounts
payable staff

62%
more employees following
organization's travel and
expense policy

Empower Organizations to Digitally Transform Their Expense, Travel, and Invoicing Processes

EXECUTIVE SUMMARY

Organizations across the globe are undertaking digital transformation (DX) journeys to maximize employee productivity, reduce operating expenses, and improve business performance. One of the primary steps taken by organizations on this DX journey is making investments in cloud enterprise applications to automate their business processes. In particular, expense, travel, and invoice management applications are an obvious investment choice to quickly transform business processes by increasing compliance and bringing a large amount of organization spend under management.

This white paper analyzes the costs and benefits associated with SAP Concur solutions for expense, travel, and invoice management, including the impact on professionals in the finance, procurement, and legal departments. IDC interviewed multiple organizations using SAP Concur for their business travel, expense reporting, and/or invoicing needs. Interviewees told IDC they realize significant business value from SAP Concur, especially increased employee productivity and business travel savings. IDC determined that these SAP Concur customers achieved benefits of \$1.96 million per organization per year (\$97,447 per 100 SAP Concur users) with an ROI of 650% by:

- Freeing up time for users who book business travel and file expense reports
- Increasing the productivity of back-office and support staff who need to process business travel, expense reports, and invoices
- Helping organizations save on business travel through easier implementation and compliance with organization travel policies