

Better Manage Company Spend for **Greater Visibility and Control**

A study of financial decision-makers at small and midsize businesses (SMBs) makes a strong case for automating **expense, travel, and invoicing**.

AMI-Partners surveyed 420 SMB financial decision-makers across industries in five countries (Australia, Canada, Japan, the United Kingdom, and the United States).* Here's what it found.

Traditional spending tools **negatively affect** business performance.



69%

Report cumbersome, manual processes



60%

Have difficulty tracking spending trends and behaviors



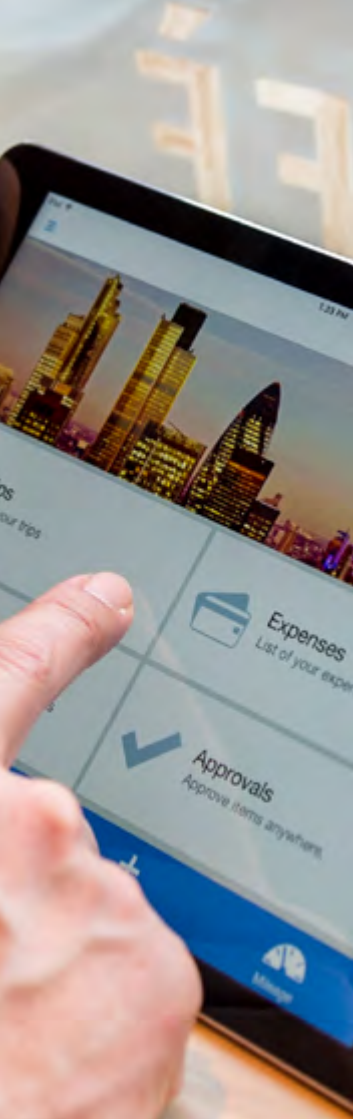
56%

Struggle with missing paperwork



54%

Experience delays in approvals and reimbursements










In response, SMBs are embracing automated spending solutions and improving business performance by achieving the following.



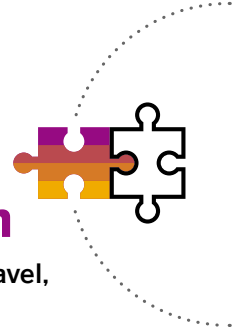
Increasing spend visibility

SMBs across industry sectors report significant average annual savings and benefits, including better visibility.

	Travel and expense solution savings 	Invoicing solution savings 
 Professional services	US\$34,000 TOP BENEFIT: Better visibility and analytics	\$39,000 TOP BENEFIT: Fewer inaccurate entries
 Manufacturing	\$30,000 TOP BENEFIT: Better visibility and analytics	\$34,000 TOP BENEFIT: Corporate offer discounts
 Retail	\$32,000 TOP BENEFIT: Higher employee satisfaction and fewer inaccuracies	\$33,000 TOP BENEFIT: Better compliance and tracking
 Technical services	\$27,000 TOP BENEFIT: Faster processing and reimbursement	\$35,000 TOP BENEFIT: Better visibility and analytics
 Finance	\$27,000 TOP BENEFIT: Better visibility and analytics	\$28,000 TOP BENEFIT: Better tracking



Delivering more **integration,** **compliance, and employee satisfaction**



To unlock the full benefits of automation, SMBs are deploying expense, travel, and invoice solutions that integrate with systems across the business.



Employees in organizations using automated solutions are much happier with reporting, and that is improving compliance through greater usage and improved data collection and accuracy.

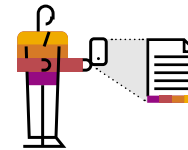
Up to 80%

Time savings from expense-report submission to reimbursement for users of automated travel and expense solutions



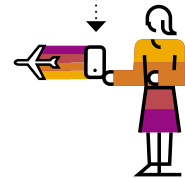
58%

Of automated solution users use mobile devices to access invoice solutions



60%

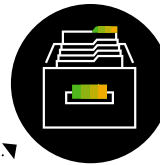
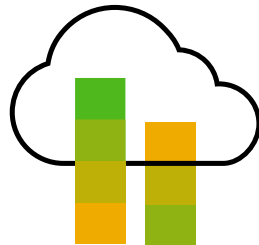
Of automated solution users use mobile devices to access travel and expense solutions





Supporting growth through cost-effective scalability

By adding cloud-based expense, travel, and invoice automation solutions to their operations, SMBs are able to grow rapidly without growing their finance teams.



↓16%

Less time spent by users on managing invoices

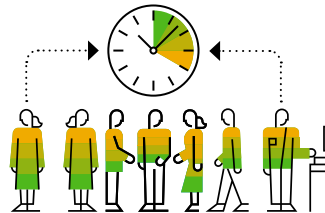


↓15%

Less time spent by users on processing expense reports



By analyzing spending trends and finding new cost-saving opportunities, finance teams are using the time savings to help expand the business.



Up to 500 hours
Annual time savings per finance employee



Delivering **bottom-line savings**

SMBs are also achieving significant cost reductions with automated spending solutions.



\$34,000

Average annual savings with automated invoicing solutions



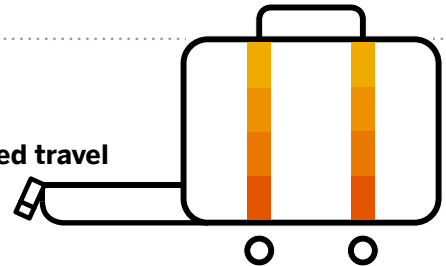
Average savings per invoice after implementing an invoicing solution

\$30,000

Average annual savings with automated travel and expense management solutions



Average saved per expense report of travel and expense users



With SAP® Concur® solutions, SMBs are achieving even **better bottom-line savings**:



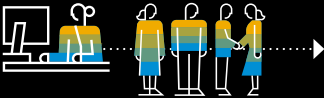
\$39,000

Annual savings using the
Concur Expense solution



\$39,000

Annual savings using the
Concur Invoice solution



“As we continued to grow, the system just absorbed new employees. The accounting team has remained stable as the company has grown over the last three years.”

– Survey respondent



“Employees are happier now; with SAP Concur solutions, we went from 3 to 4 weeks to 3 days to get people paid.”

– Survey respondent



“Travelers love the mobile app. Take a pic of the receipt and upload on the go. Automatically, the time to do expense reports is cut in half.”

– Survey respondent

Best-run SMBs use
SAP Concur solutions for
expense, travel, and invoice
management. Visit
concur.com/SMBvisibility
to get the complete report.



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