SAP Concur

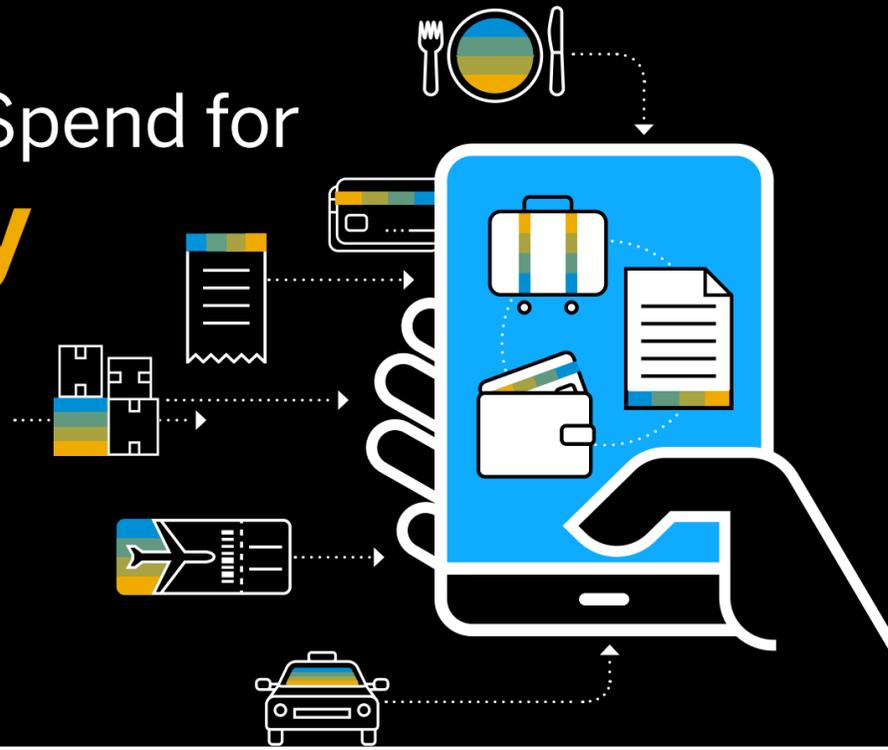# Better Manage Company Spend for
Greater Visibility and Control

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:
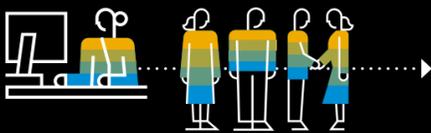
- **Increasing Visibility**
- **Delivering Integration**
- **Supporting Growth**
- **Delivering Savings**

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

US$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

*"Elevate Business Performance and Better Manage Spend with Automation," AMI-Partners, sponsored by SAP, February 2018.

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

THE BEST RUN **SAP**
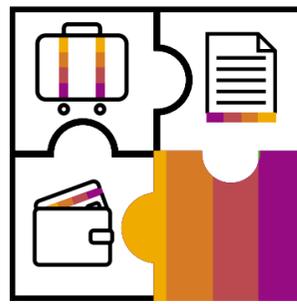
SAP Concur [C·]

In response, SMBs are embracing automated spending solutions – and **improving business performance** by:

| Home | Increasing Visibility | Delivering Integration | Supporting Growth | Delivering Savings |

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	**$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

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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.
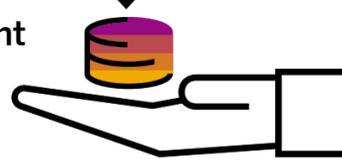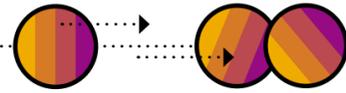
73%
Of firms using **expense, travel, and invoice** solutions were integrating their solutions in some combination

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.
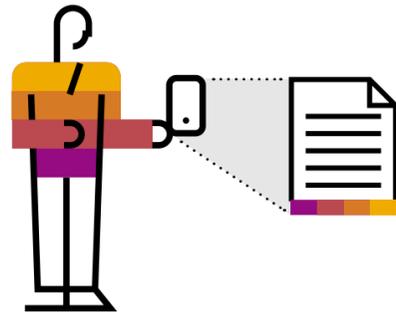
Up to 80%
Time savings from expense-report submission to reimbursement for users of automated travel and expense solutions
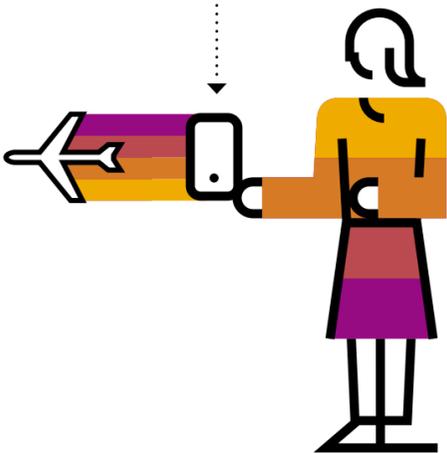
58%
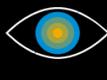Of automated solution users use mobile devices to access invoice solutions

60%
Of automated solution users use mobile devices to access travel and expense solutions

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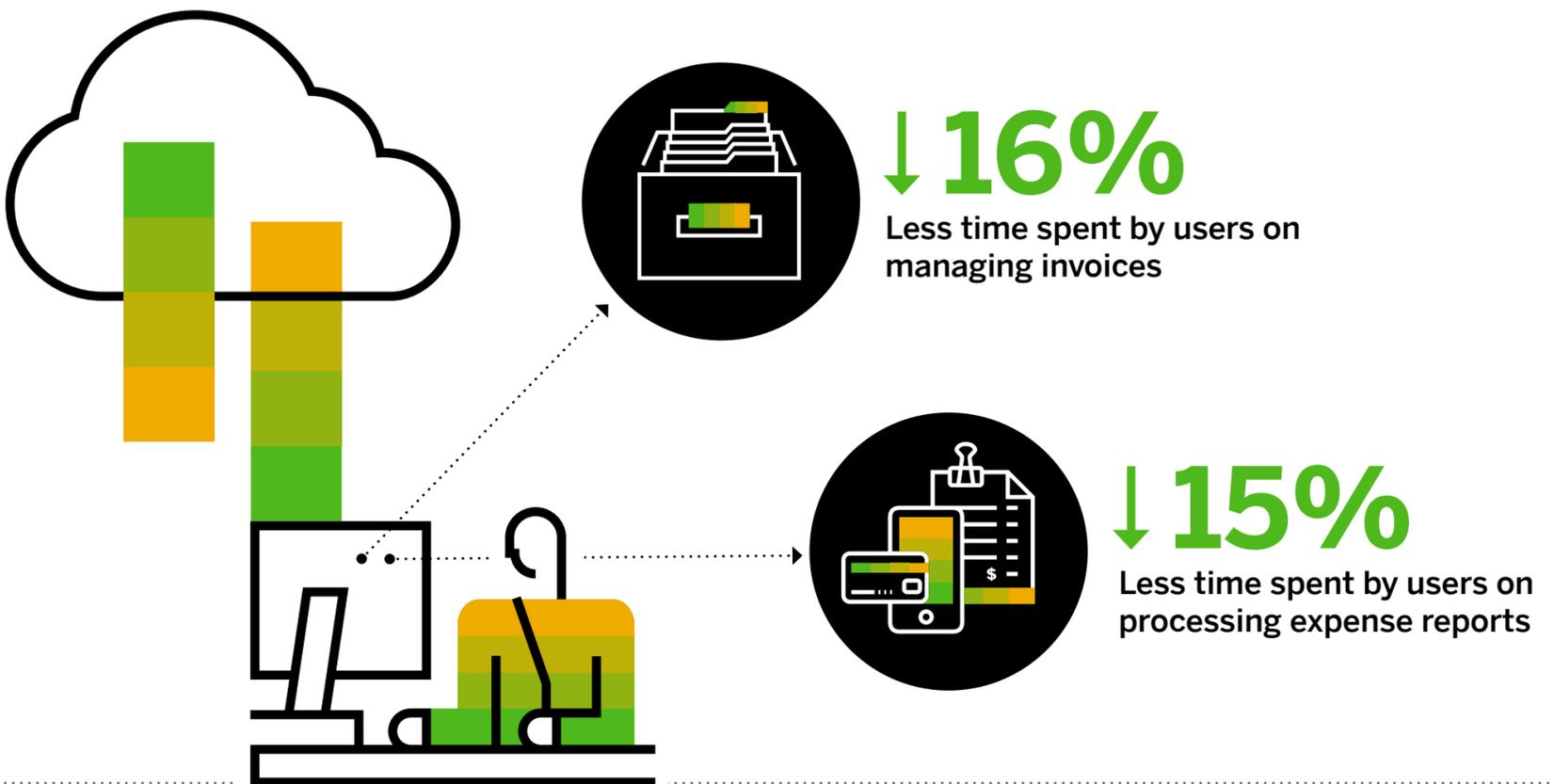
THE BEST RUN **SAP**

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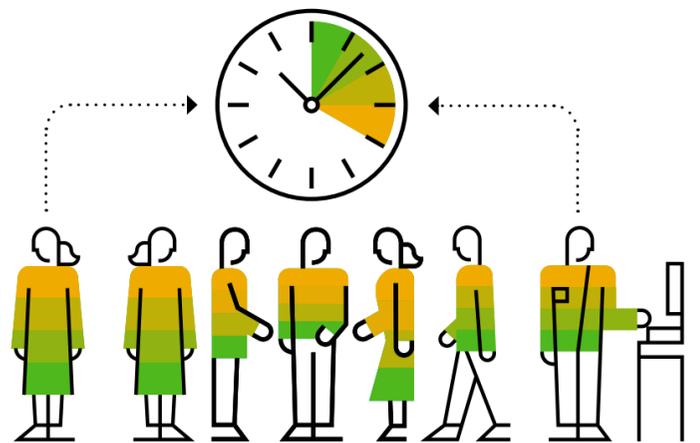## Supporting growth through cost-effective scalability

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.
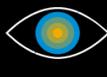
Up to 500 hours
Annual time savings per finance employee

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Delivering bottom-line savings

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

$34,000
Average annual savings with automated invoicing solutions

$11
Average savings per invoice after implementing an invoicing solution

$30,000
Average annual savings with automated travel and expense management solutions

$20
Average saved per expense report of travel and expense users

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