



SAP Concur 

Four Time-Saving Tools Your Company Shouldn't Live Without

No Time to Figure Out How to Use Employees' Time Better? That's the Way Many Small Business Owners Feel.

However, it's worth the effort to investigate tools that make businesses more productive, says Drew Stevens, a St. Louis, Missouri-based productivity coach who works with small and midsize businesses. "They usually pay for themselves quickly, because they allow employees to focus their energy on higher priority tasks," he says. "Today, there are many systems that use artificial intelligence to allow a company to save time on the back end, for employees, and also for their customers."

Four Technologies Recommended by Productivity Experts:



1. Email alternatives and time-saving features

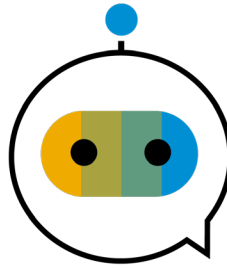
One study found that many workers spend more than four hours a day checking and responding to email – or roughly half of a 40-hour workweek. Consider speeding up in-house communications with instant messaging, which is available through many office product suites. Slack is a collaboration platform that allows employees to communicate on specific topics or projects in one place, reducing the time spent digging through old emails.

Many email programs, such as Gmail and Microsoft Outlook, also offer extra features like the ability to turn off instant notification of emails, thereby eliminating that distraction. Meeting scheduling tools, such as **Assistant.to** and **Pick**, reduce the number of back and forth emails often needed to schedule meetings. Email programs also offer inbox sorting tools so you're able to prioritize which emails to read and when.



2. Workplace collaboration platforms

It can be frustrating to dig through emails looking for documents, notes, or conversations. Consider adopting a project management or collaboration tool that makes it easy for you and your team to upload and store documents and exchange messages – all in one go-to place. **ActiveCollab**, **Trello**, and **Asana** are three that offer tailored collaboration solutions for small and midsize businesses.



3. Chatbots

AI is moving into the business world quickly, thanks to chatbots, those virtual assistants that allow conversations to happen through online or text messaging. Chatbots can be used for a variety of functions, including as a customer service interface for answering simple questions like “What are your hours today?”, and for providing recommendations based on the customer’s past interactions with the business.

Gartner predicts that **72% of customer interactions** will involve emerging technologies such as machine learning applications, chatbots, and mobile messaging by 2022. They can also be used internally at companies, such as serving as the employee help desk to answer common questions and retrieve information. **SAP Concur** already integrates chatbots in several technologies, including the Concur Hipmunk virtual travel assistant and the **Concur Travel bot on Slack**, where users can see their travel itinerary, upload receipts, create a quick expense report, and see a summary of their reports.

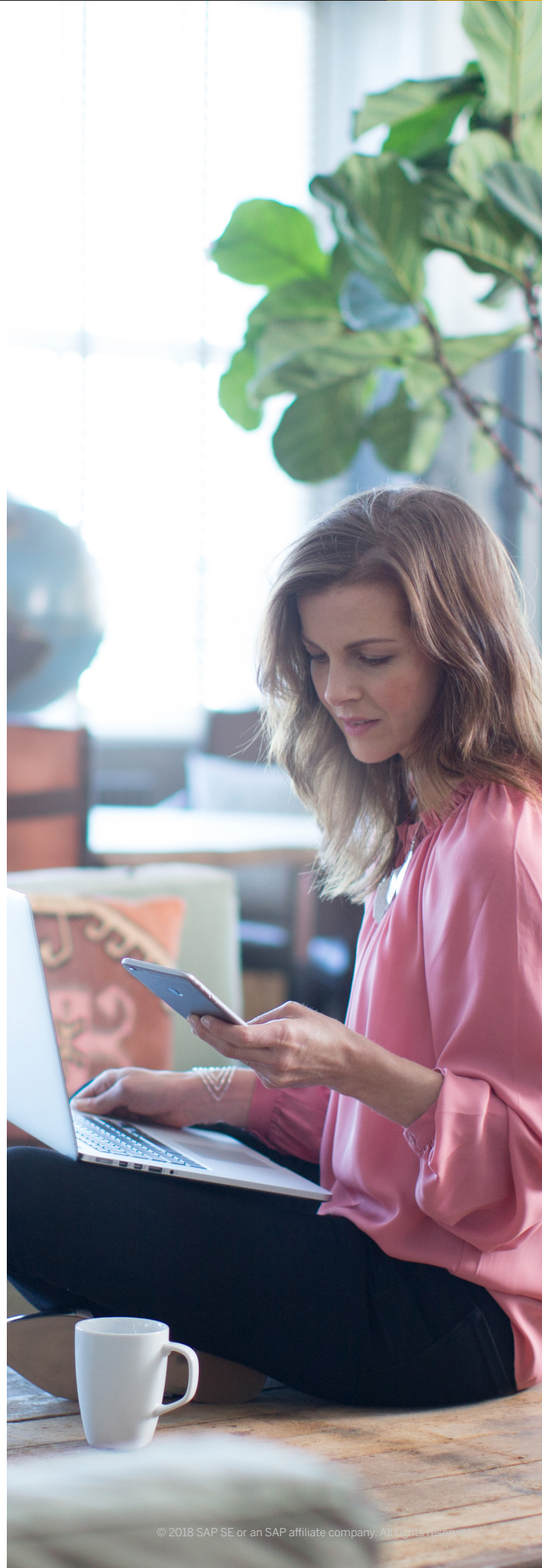


4. Expense automation solution

Expense automation allows a small or midsize company to dramatically reduce the amount of time employees spend manually entering information. Automation also greatly reduces errors and allows a small company to scale up without needing to hire more people, contributing significantly to its ROI.

“Expensing has traditionally been a paperwork drill, so it’s really one of those things that lends itself to automating,” says Susan Boles, a small business consultant in Fayetteville, Arkansas. A study by SAP Concur of customer invoicing data found that small businesses could be losing \$12,000 a month by **accidentally paying duplicate bills** – errors that automation easily eliminates.

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Learn more about expense and billing solutions that small-to-midsize businesses can use to save time here:

concur.com/smallbusiness

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