



LMI Aerospace's T&E system takes flight with Concur

About LMI Aerospace, Inc.

LMI Aerospace, Inc. is a leading supplier of structural assemblies, kits and components and a provider of design engineering services to the commercial, business and regional and defense aerospace markets. For more than 67 years, they have provided cost-effective aerospace solutions to their customers' most challenging problems.

Prior to Concur

Before the organization adopted Concur® Travel & Expense, LMI travelers charged everything on their American Express corporate cards. Some employees submitted all expenses on an Excel spreadsheet, while others submitted only receipts with no reconciliation. The company paid a gigantic statement at the end of every month and visibility was nil.

"We spent hours trying to get some idea of spend," said Susan Trevisano, Manager of Shared Services. "We cranked out a huge, multi-tabbed

"Thanks to Concur, we'll be able to get volume-purchase savings because we have visibility across all our plants."

Susan Trevisano, Manager of Shared Services

spreadsheet, but we couldn't do anything with it—we couldn't corral spend. There was no oversight."

Selecting Concur

The company's priorities were "standardization, visibility and control" when it switched to an automated solution. "We needed to synch everybody up," said Trevisano. Immediately, they reissued cards to employees. Now, travelers use an American Express corporate card and employees who buy factory supplies use a purchasing card (Pcard). Transactions from both cards feed directly into the solution. "Employees log into Concur and pick the travel policy or the Pcard policy. All card spend is in the expense module."



Company Name

LMI Aerospace, Inc.

Solutions

Concur® Travel
Concur® Expense
Managed Reporting

Industry

Manufacturing

Company Size

1,350 Employees

Location

Saint Charles, MO

Why Concur?

- Better contract negotiations
- Reduction in expense reports approval time
- Increased visibility
- Flexibility and scalability

“LMI is going through tremendous growth right now. We just acquired another company. It’s very easy to bring new business into Concur”

Susan Trevisano, Manager of Shared Services

The flexibility of Concur solutions appealed to the organization. “We like that we can use multiple cards. We appreciate it’s scalable. LMI is going through tremendous growth right now. We just acquired another company. It’s very easy to bring new business into Concur,” said Trevisano.

A successful implementation

The implementation process, though intensive for Trevisano, went well. She characterized the implementation team as “knowledgeable, seasoned professionals.” The team anticipated employees’ questions. “They understood what we were looking for without us really knowing,” she said. “And they offered customization for our configuration—we appreciated that kind of flexibility.” She was also pleased with the responsiveness of Concur customer support. “They want to understand the matter and ensure their interpretation is correct before they make any changes in the system.”

Key benefits:

- LMI has negotiated better contracts with hotel providers and card companies.
- Increased visibility allowed LMI to see spend on meeting space “pop.” The organization is negotiating better pricing for meeting venues and shuttles. A portion of this increased visibility can be attributed to Concur Managed Reporting.
- For 69 percent of expense reports, approval time has dropped from two weeks to just 0–3 days; 16 percent take 4–7 days.
- Though the organization has not yet formally negotiated with its Pcard vendors, it now has the tools to work out better rates with its preferred vendors.

“Thanks to Concur, we’ll be able to get volume-purchase savings because we have visibility across all our plants,” said Trevisano.

