



SAP Concur 

## **Barton Malow: Empowering a Mobile Workforce** Concur Travel and Expense Saves Company Nearly \$275k per Year

# Quick Facts

---

## Company Name

Barton Malow Company

---

## Solutions

- Concur® Expense
- Concur® Travel
- Expenselt
- Expense Pay Global

---

## Industry

General Contracting/Construction Management

---

## Company Size

2,000 employees

---

## Location

Southfield, Michigan

---

## Why SAP Concur?

Barton Malow needed a mobile, cloud-based travel and expense system to efficiently book travel and process expense reports for its employee base throughout North America.

## ABOUT BARTON MALOW

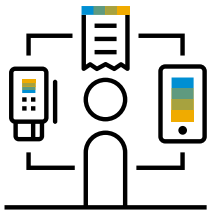
Founded in 1924, Barton Malow Company is a 100% American-owned contractor serving North America in market specialties that include commercial, industrial, education, energy, healthcare, manufacturing, sports, and entertainment facilities. With more than 2,000 employees and 15 offices, the company's core purpose is to Build with the American Spirit: People, Projects and Communities.



# From Paper to the Palm of Their Hands

Barton Malow builds iconic sports stadiums, schools, hospitals, and industrial facilities across North America through a dispersed workforce. For more than 80 years, the company relied on paper-based reports and receipts for expense reimbursement with a decentralized travel booking process. The company needed a better mobile experience for on-the-go employees, so the company's finance team, led by Senior Director of Finance Brian Farhat, chose SAP® Concur® to empower workers to book travel and request expense reimbursements from any device, anywhere.

Not only did travel and expense management become easier and more efficient on mobile devices from an automation standpoint, the company also realized significant savings by leveraging audit rules and promoting cost-savings through ease-of-use.



“Being able to book compliant travel and submit expense reports from a hand-held device has revolutionized the employee experience. There is almost no need to call for travel support or to keep paper receipts.”

Jill Liegghio, Accounts Payable Manager, Barton Malow

Barton Malow's core purpose is "Building with the American Spirit – People, Projects, and Communities" by focusing on the company's core values of integrity, partnership, and empowerment. With a focus on positively impacting the employee experience, the company is able to build projects and communities across North America including professional sports arenas, world-class healthcare facilities, state-of-the-art educational facilities, and more. Since the company's employees are largely mobile throughout North America, they needed to ensure the ability for all employees to book travel and submit expense reports in a way that was easy, cost-effective, and in-compliance with corporate policy.

"In our line of work, reputation and relationships matter the most," said Jill Liegghio, Accounts Payable Manager at Barton Malow. "Concur enables our employees to easily arrange travel and reimburse expenses so that they act decisively and focus on what matters most."

In 2008, Barton Malow implemented SAP Concur in order to efficiently book travel and process expense reports for their employee base who work on sites throughout North America. Today it's convenient and easy for Barton Malow's employees on job sites to manage travel and expense via mobile devices; and adoption is at 100% for both out-of-pocket and corporate credit

card reimbursements. After moving to a corporate credit card program, the company started using Expense Pay Global and the Expenselt app for expense reimbursement. The utilization of audit rules in Concur® Expense also made it easy for the company to increase compliance and achieve cost savings.

Notably, the team applied audit rules to reduce workload by 75% – equivalent to an entire FTE of approximately \$90k a year. Additionally, by moving from paper to electronic travel booking and expense reporting, the company estimates an additional annual savings of \$54k per year. Taking an active interest in leveraging SAP Concur to prevent fraud, the team also participates in fraud seminars and takes advantage of partnerships with SAP Concur to increase compliance and achieve cost savings. Integrating with partner apps like Lyft and Uber resulted in significant savings – \$14k annually. Additionally, connecting a Commercial Credit Card program, consisting of individual corporate cards and ghost cards has contributed towards significant rebates.

"Through expanding partnerships, enhanced application features, reporting and continuous training opportunities, we have been able to increase compliance and enhance our in-house audit process," said Jill Liegghio, Accounts Payable Manager at Barton Malow.



"SAP Concur enables our employees to easily arrange travel and reimburse expenses so that they act decisively and focus on what matters most."

Jill Liegghio, Accounts Payable Manager, Barton Malow

The team uses reports like MCC Code Check to see if expenses claimed by employees are in-line with policy. They also created a proactive audit strategy involving an enhanced mileage log form and researched commute deductions after learning about the risks involved with mileage claims. By focusing on policy education and working directly with employees, Barton Malow realized an estimated \$124k in annual savings.

Liegghio said altogether, the integration and easy adoption of the mobile apps – adds back nearly \$275k to the bottom line each year.

### ABOUT SAP CONCUR

SAP® Concur® is the world's leading provider of integrated travel, expense, and invoice management solutions, driven by a relentless pursuit to simplify and automate these everyday processes. With SAP Concur, a top-rated app guides employees through every trip, charges are effortlessly populated into expense reports, and invoice approvals are automated. By integrating near real-time data and using AI to audit 100% of transactions, businesses can see exactly what they're spending without worrying about blind spots in the budget. SAP Concur eliminates yesterday's tedious tasks, makes today's work easier, and helps businesses run at their best every day. Learn more at [concur.com](https://concur.com) or at the SAP Concur [blog](#).

# 5%

Reduction in compliance issues on expense reports

# 75%

Reduction in audit workload

# \$275k

In savings a year

# 100%

Of reimbursements processed through Expense Pay Global

# 94.5%

Of airline reservations processed through SAP Concur and the company's TMC

Follow SAP Concur



Learn more at [concur.com](https://concur.com)

CS BARTON MALOW enUS (19/02)

© 2019 SAP SE or an SAP affiliate company. All rights reserved.

No part of this publication may be reproduced or transmitted in any form or for any purpose without the express permission of SAP SE or an SAP affiliate company.

The information contained herein may be changed without prior notice. Some software products marketed by SAP SE and its distributors contain proprietary software components of other software vendors. National product specifications may vary.

These materials are provided by SAP SE or an SAP affiliate company for informational purposes only, without representation or warranty of any kind, and SAP or its affiliated companies shall not be liable for errors or omissions with respect to the materials. The only warranties for SAP or SAP affiliate company products and services are those that are set forth in the express warranty statements accompanying such products and services, if any. Nothing herein should be construed as constituting an additional warranty.

In particular, SAP SE or its affiliated companies have no obligation to pursue any course of business outlined in this document or any related presentation, or to develop or release any functionality mentioned therein. This document, or any related presentation, and SAP SE's or its affiliated companies' strategy and possible future developments, products, and/or platforms, directions, and functionality are all subject to change and may be changed by SAP SE or its affiliated companies at any time for any reason without notice. The information in this document is not a commitment, promise, or legal obligation to deliver any material, code, or functionality. All forward-looking statements are subject to various risks and uncertainties that could cause actual results to differ materially from expectations. Readers are cautioned not to place undue reliance on these forward-looking statements, and they should not be relied upon in making purchasing decisions.

SAP and other SAP products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of SAP SE (or an SAP affiliate company) in Germany and other countries. All other product and service names mentioned are the trademarks of their respective companies.

See [www.sap.com/copyright](https://www.sap.com/copyright) for additional trademark information and notices.