



Effectively managing the complexities of government contractor compliance

About Booz Allen Hamilton

Booz Allen Hamilton is a leading provider of management consulting, technology and engineering services to the U.S. government in defense, intelligence and civil markets. It also serves major corporations and not-for-profit organizations worldwide.

For more than 100 years, this \$5.41b, Fortune 500 company has delivered innovation to solve its clients' complex challenges and help them achieve their goals.

Booz Allen Hamilton increases efficiency with help from Concur

With a company this big, and this client-centric, it comes as no surprise that Booz Allen's consultants and other staff members are constantly on the go. Employees are often required to travel in some capacity for their jobs, which generates 140,000 expense reports ever year.

Efficiently managing this massive T&E could challenge any company. Compliance with Federal Acquisition Regulation (FAR) and other considerations around government accounts increases the complexity.

That's why Booz Allen implemented Concur in 2005, and has since integrated Travel and Expense and P-cards.

“Utilizing tools like those found within the Concur platform help to reduce processing errors.”

Tori Simpson, Sr. Manager, Expense Management, Booz Allen Hamilton

From a system with blind spots, to a single, comprehensive view

“When I joined the company, our tool for submitting expense reports made it challenging to gather data needed to support an audit, like per diem,” explained Tori Simpson, Senior Manager of Expense Management for Booz Allen Hamilton.

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Company Name

Booz Allen Hamilton

Solutions

Concur® Travel & Expense

P-card

Folio mapping

Industry

Management and Technology Consulting

Company Size

22,600 employees

18,000 Concur users

Location

McLean, Virginia

Benefits

- Increased visibility
- Enhanced efficiency for both traveler and audit staff
- Seamless, paperless travel and expense process for users
- Configurable workflow to automatically route expense reports through approval process
- Reduced cost
- Increased auditor productivity

“Concur can provide the workflow that automatically sends the expense report to the appropriate managers, per policy, so you get an automated audit trail for compliance.” *Tori Simpson, Sr. Manager, Expense Management, Booz Allen Hamilton*

Concur bought the incumbent system, replacing it with its own.

“We took things a step further and merged Concur Travel and Expense into one, integrated tool, with e-receipts, instead of hard copies in 2009,” Simpson said. “That, in itself, made a huge difference because it gave our users the end-to-end process of booking their travel and expensing it.”

With integrated travel and expense, employees can book travel, and use the itineraries created within the booking process to populate their expense reports. This integration eliminates manual steps for the employee and provides management with a more holistic view of company spend.

Could Concur help with the challenge of compliance?

FAR compliance, documentation and how to handle it all through Concur

“The biggest challenge when supporting Defense Contract Audit Agency audits is making sure you have everything well documented,” Simpson said. “With the 140,000 expense reports that come through our office every year, it makes sense to have a tool that can automatically validate things from the start to the end of the process and provide warnings when something is amiss.”

For example, our commitment to having superior internal controls means that we have a process that mirrors the T&E policies of our government clients. This means, among other things, each expense report has to have a certain level of management approval.

“Concur can provide the workflow that automatically sends the expense report to the appropriate managers, per policy, so you get an automated audit trail for compliance,” Simpson said.

Concur also helps Booz Allen code costs appropriately between allowable and unallowable. For example, business meeting meals are subject to reasonableness.

Booz Allen set up Concur to flag users when charges are in excess of the allowable amount, and prompt for a list of attendees.

Concur enables companies to build audit rules and functionality within the tool to not only capture the required documentation, but ensure proper coding of those expenses. It flags users with thresholds for allowable and unallowable amounts; and details documentation requirements, when required.

“With Concur, we can automate our end-to-end booking and expense management, with built in controls that reduce the potential for human error,” Simpson said. “Fewer errors means lower costs, increased productivity and hopefully, a decrease in audit findings because everything they need to see is right there.”

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High adoption. High efficiency. Real value.

Concur helped Booz Allen effectively manage government compliance, and these integrated tools have helped make its back-office staff more efficient.

“The more functionality we utilize within the Concur tool, the more opportunity we have to reduce processing errors.”

Tori Simpson, Sr. Manager, Expense Management, Booz Allen Hamilton

For example, according to Jack Lever, Booz Allen’s Global Travel Manager, the Firm has driven online travel booking adoption from below 20 percent to over 80 percent, resulting in significant savings to the firm through reduced Travel Management Center transaction costs as well as travelers booking airfares that are on average 22 percent lower when booked online.

On the expense side, the company has continued to increase volume while maintaining efficiency.

“We have 11 auditors handling all of our expense reports—and we’re a 100 percent audit company,” Simpson said. “When you consider the fact that this team handles about 1,000 expense reports per month, per auditor; and that nine of those 11 auditors have other functions within the company beyond auditing, we have to be efficient.”

Return rates have decreased as well.

“Right now, we average about a 10 percent to 13 percent return rate a month, but only 8 percent of that is something A/P is returning; the rest is the actual manager returning,” Simpson said. “The more functionality we utilize within the Concur tool, the more opportunity we have to reduce processing errors.”

Concur is continually adapting to its customers’ needs. One example is its Government Contractors Users Forum, a learning circle that promotes open discussions and knowledge sharing among peers. “It helps us learn all of the things the system can do, while letting us tell product development what features we need.”

The Booz Allen-Concur relationship has resulted in a combination of system and support, processes and people.

“We have an integrated, end-to-end travel and expense management system, a provider that’s continually making improvements to an already good tool, and a partner that really wants to help its customers solve their compliance challenges,” Simpson said.

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