



SAP Concur 

SAP Concur Case Study | EXTERNAL

## **Bon Secours** and SAP Concur Partner to Support the Best Result

# Quick Facts

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## Company Name

Bon Secours Health System, Inc.

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## Solutions

- Concur® Expense
  - Concur® Travel
  - Managed Reporting
  - Intelligence
  - Company Bill Statements
  - SAP Concur mobile app
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## Industry

Healthcare

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## Company Size

- 25,000 Employees
  - 16,000 SAP Concur Users
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## Location

US

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## Why SAP Concur

Before SAP Concur, every Bon Secours facility had its own system and T&E data was transmitted manually, which was time consuming for report submitters and A/P staff and often resulted in errors. Bon Secours looked for a partner to help them create robust clinical information systems to significantly enhance patient care.

## About Bon Secours

Bon Secours Health System provides succor to the sick and injured. The Roman Catholic health care organization, sponsored by the Bon Secours Ministries, is home to about 20 hospitals with some 4,400 licensed acute care beds. First founded in 1919, the organization's facilities are in seven states in the eastern US, from New York to Florida. In addition to its acute care hospitals, the not-for-profit health care system operates numerous nursing homes and assisted-living facilities, as well as outpatient centers, hospices, and home health care agencies.



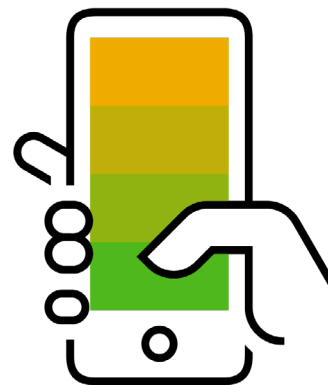
BON SECOURS HEALTH SYSTEM

## The Challenge: Streamlining Manual Processes and Disconnected Travel and Expense Data

Named “Most Wired for 2013” among more than 1,700 hospitals by the American Hospital Association’s Health Forum, Bon Secours Health System, Inc. created robust clinical information systems to significantly enhance patient care. Improving back-office systems has not lagged behind. Over two years ago, Bon Secours deployed SAP Concur T&E solutions across the system to support its commitment to “progress through innovation” from the patient bedside to the organization’s financial operations.

“Many of our employees love Concur. It’s **intuitive, mobile, and user-friendly.** Compliance with our travel policies has significantly improved”

Felicia Lawrence, Travel and Expense Administrator, Bon Secours



## A COMPLETE SOLUTION

More than 17,000 SAP Concur users submit approximately 3,800 expense reports monthly for a total of \$13.M in annual T&E spend. “Before Concur, **our process was disjointed and inconsistent,**” says Felicia Lawrence, Travel and Expense Administrator for Bon Secours. “Every facility had its own system and T&E data was transmitted manually, which was time consuming for report submitters and A/P staff and often resulted in errors. We had **limited visibility into spend.**” Bon Secours now possesses accurate spend data “at our fingertips”: hotel expenses, car mileage, meals, and expenses related to meeting attendees.



“Deploying Concur solutions is one of the **best business decisions we’ve made.**”

Felicia Lawrence, Travel and Expense Administrator,  
Bon Secours



# A Change for the Better

- With SAP Concur's Business Intelligence Reporting, Bon Secours tracks \$1.4M in car mileage (285,000 miles annually) to make strategic decisions about routes, personnel, and schedules.
- No paper. No lost receipts. No paper storage. Instant access to data. With SAP Concur eReceipt solutions, the Bon Secours AP system supports real-time access to more than 1000 individual credit cards for its travelers integrated in one end-to-end automated T&E solution.
- Aggregated T&E data has enabled Bon Secours to negotiate per-room/per-night with preferred hotel suppliers.
- Visibility into travel spend has improved compliance. Integration of Bon Secours travel policy into the solution supports Bon Secours mission and standards.
- SAP Concur solutions have helped Bon Secours streamline and accelerate the expense approval process across multiple remote locations.

"Deploying Concur solutions is one of the best business decisions we've made," says Lawrence. "You need a partner who **understands your organization's specific needs** and goals, especially given healthcare reforms. Working with Concur has been a great experience."



**To learn more**  
**[watch the video case study.](#)**



## COMPLIANCE

By moving compliance up-front in the T&E process, and automating audit rules in SAP Concur, Bon Secours reduced compliance violations and improved visibility into what areas travelers are spending.



## VISIBILITY

By connecting employees' travel and spend data, Bon Secours has gotten a bigger picture of who employees are spending with and where they are traveling for better vendor negotiations and more accurate mileage tracking.



## SCALABILITY

In bringing disparate spend systems at various facilities into one, Bon Secours has reduced the time and effort required to submit for employees and track for AP staff. Plus, one scaled system allows data across the organization to be streamlined.

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

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