



SAP Concur Case Study
ConcurGov Mobile

How Multiple Federal Agencies Increased Productivity, Accelerated Approvals, and Made Life Easier for Their Employees with ConcurGov Mobile

Quick Facts

Institution Names

Multiple Federal Civilian Agencies

Solutions

- ConcurGov mobile
-

Industry

Federal Government

Institution Size

From 300 to 60,000 employees, depending on the agency

Currently 1 million active federal ConcurGov users across 36 U.S. government agencies

Why SAP Concur

SAP Concur created the first enterprise mobile app built exclusively for government clients, with the security, ease-of-use and agility that federal agencies need. Users gain the freedom to create and approve vouchers or travel from anywhere, on most common, current mobile devices. And, because the app serves as a “companion” to the desktop application, it’s so easy to use that agencies find its deployment has minimal impact on help desk volumes.

The Challenge:

Enable Staff to Securely Submit and Approve Vouchers and Travel Requests on the Go

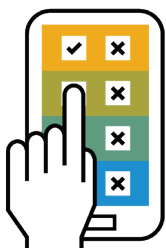
As anyone who works for a federal agency knows, it's not a nine-to-five job. Fulfilling the mission often means being ready to respond, any time of the day or night.

In the past, approving emergency travel and vouchers after hours wasn't a very agile process. Approvers had to log into their government-issued laptops, access the network, and then navigate to the right screen to get the job done. It was inconvenient and inefficient – particularly at a time when every second counts.

Meanwhile, agency personnel doing the traveling had no simple way to capture receipts, or complete and submit vouchers on the go, sometimes adding days to the submission and reimbursement process.

Federal agency leaders knew that, by giving both travelers and approvers a more streamlined, secure, mobile travel and expense solution, they could improve productivity, speed approvals and make their staffs' lives a little easier. Since they were already using the ConcurGov desktop application, it made sense to now rollout the companion mobile app – the first enterprise mobile app built for government users.

It didn't take long for these adopters to start seeing a positive impact.



ConcurGov mobile enables travelers and approvers to handle close to **85 percent of their voucher and approval needs on the go**. Everything automatically syncs back to SAP Concur on the desktop, so, it transforms travel and voucher management into a seamless, secure process, with compliance tools built in.

MOBILIZING AGENTS – IN A BIG WAY

As one of the world's largest law enforcement organizations, this agency is the first line of defense; ensuring dangerous people, firearms and illegal drugs stay out of the United States. As such, its agents are often on the move, transferring to duty stations in areas that have the greatest need.

Although agency leaders knew that such a mobile organization would embrace the convenience of the ConcurGov app, even they didn't expect the level of response they got.

Almost as soon as the announcement was sent out, 3,000 users had downloaded the app, and have been using it on a regular basis ever since, making this agency one of the biggest ConcurGov users in the federal space.

Now, if agents get a new assignment, they can book travel – including air, rail, car, and hotel – submit it for approval, manage their itinerary, and check flight status, using nothing more than their mobile device. They can work on their vouchers wherever they are, and use their phone to capture images of their receipts, instead of keeping track of paper.

If a meeting ends early, they can use the app to search for an earlier flight or train on the spot.

Although ConcurGov is fast becoming indispensable for people in the field, as in most agencies, the largest, most active user group are the organization's approvers. The minutes they save quickly add up to hours of newfound productivity.

FAST, MOBILE APPROVALS WHEN DISASTER STRIKES

For almost 40 years, this agency has stared down the face of danger, helping people prepare for, survive and recover from natural and man-made disasters.

When an event occurs, the organization has to deploy thousands of responders within 24 hours. That means approvers have to be poised to spring into action themselves in order to quickly review and accept the travel requests – any time, any hour of the day and night.

In the past, if the request for expedited travel approvals came out when the approvers were at their children's softball game, in a meeting or, anywhere other than at their desk, they had to stop what they were doing and get to their laptops to handle the approvals.



The job got done, but productivity suffered, along with the approvers' quality of life.

When agency leaders saw the ConcurGov mobile app, they knew it could increase efficiency, and save its staff a significant amount of time. What they didn't know was how much extra workload adding a mobile app would put on its existing help desk operation. So, they decided to proceed with caution.

Instead of a big announcement on the app's availability, they planned a low-key rollout. The idea was to start small to better manage the change.

But, before the app was even officially announced, hundreds of agency employees had already discovered ConcurGov in their app store, downloaded it, and, started using it on their own. It was so intuitive and easy to use that no one asked for training materials or needed support, so the influx of users had no impact on help desk volumes.

What it did have was a tremendous impact on the agency's 100 approvers, who quickly became enthusiastic fans. Now, they could approve travel and vouchers in an instant – whether they were on the Metro, in a meeting room or in their backyard.

Users gained agility, reimbursements happened faster, and everyone involved now has more time to focus on the mission – not administrative tasks.



More Agencies. More Mobile Adopters.

More Success Stories.

Instead of a slow rollout, some agencies decided to go all in with ConcurGov mobile, with outstanding results.

For example, the agency responsible for enforcing immigration and international trade laws held a series of “download days” to introduce the app to its employees. Not only did this ensure the staff had the app on their personal mobile device, but allowed them to experience, firsthand, how easy it was to use. Adoption has grown ever since.

In July 2019 alone, 1,900 users from this agency used the app for 61,000 different sessions – from approvals to voucher submissions. As a result, average approval times have now been reduced by 1.3 days.

7/10



of business travelers prefer using self-service technology to manage their travel, according to GBTA.

The agency devoted to protecting the traveling public made a big splash with ConcurGov mobile, too. About 30 percent of its employees travel in a fiscal year, typically moving between smaller, regional areas to support events or a projected influx of traffic – literally adding up to hundreds of thousands of trips to approve every year.

Not only has ConcurGov mobile been a “real lifesaver” for the agency’s more than 100

approvers, but more agents are now using ConcurGov mobile for non-emergency travel and voucher submissions, as well.

Over half

(55%) of organizations of travel professionals saw an increase in policy compliance when a mobile strategy was implemented, according to GBTA.

Small changes are also making a big difference at the organization that provides law enforcement training to federal agencies. Its trainers often travel from campus to campus, as well as to various events. Whereas drive time used to be downtime, now, using ConcurGov, vehicle passengers spend their commutes handling voucher approval.

Those minutes add up. Approvers using the mobile app have consistently shorter average turn times than those using the desktop.

More convenience for the user. Better outcomes for the agency. Everybody wins.

Proven Performance, Security, and User Satisfaction

These agencies represent only a handful of the numerous organizations that are actively using ConcurGov mobile. It's proven, secure and exactly what busy agency personnel need to ramp up productivity – all at no extra cost to the agency.

EVERYTHING USERS NEED. NOTHING THAT THEY DON'T

One of the reasons that ConcurGov mobile has been so well received at so many federal civilian agencies is that it's actually easier than using desktop version for certain tasks. The mobile app only offers a handful of the functions that ConcurGov desktop provides, so, the interface is streamlined, with fewer screens to toggle through and no extra steps.

Users just choose their action – whether that's booking, submitting or approving – complete the task, and they're done. Everything mirrors the workflow on the desktop version of ConcurGov, and automatically syncs for a seamless audit trail.

NO LEARNING CURVE. NO APPRECIABLE IMPACT ON HELP DESK VOLUMES

Because the mobile app is comprised of specific features from ConcurGov desktop, it has no technical administration capabilities behind it, and works the same way regardless of the brand or type of mobile device. So, although training is available, agencies that have already gone live with ConcurGov saw no appreciable increase in help desk contact volumes. Most of the time, there were no additional calls at all.

A FASTER PATH TO INCREASED ONLINE ADOPTION

Every agency is charged with controlling costs, and increasing online adoption is a big part of that.

By giving staff the option to easily book and manage their travel online, agencies have the opportunity to entice more people to try going it alone. When they see how simple ConcurGov makes the process, and the fact that they can complete the transaction on their own mobile device on their own time, they'll start forgoing the TMC on their own.

MORE TIME FOR AGENCY INITIATIVES

- **Saves Time:** Submissions and approvals now happen in fewer steps. So, users have more time in their days to focus on the agency's mission.
- **Speeds Approvals:** The ability to instantly review and approve vouchers ensures faster reimbursements and no time-to-approve penalties.
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A Positive Change **Without the Challenge**

No question, federal agency personnel face more than their fair share of challenges every day. That's why SAP Concur made sure that mobile app adoption wasn't one of them.

The SAP Concur team helps with the app set up, and ensures all agency requirements for mobile deployment are met before launch.

Online training and how-to pieces, as well as infographics, data sheets, and communications materials are all available in the ConcurGov Resource Center to help you get the word out, so more users take advantage of the app more quickly.

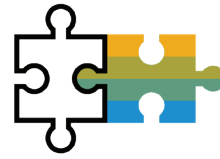
In short, we made launching ConcurGov mobile as easy as using the app itself. It's the little change that's made a big difference to federal agencies and their staff.

If you want to know more, please contact your account manager and ask how to start your mobile rollout, communications and change management process.

We're ready to get you started.

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 or at the SAP Concur blog.



INTEGRATION

All actions between the mobile and desktop versions of ConcurGov are synched in near real time, so, any travel plans or voucher changes made on one platform is immediately reflected in the other, with one, cohesive, accurate audit trail.



COMPLIANCE

ConcurGov mobile offers the same built-in compliance checks as ConcurGov desktop. So, agency leaders can rest assured that vouchers adhere to all government regulations and specific agency rules, regardless of how they were created or submitted.



SECURITY

ConcurGov mobile complies with all government security standards.

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