



SAP Concur 

SAP Concur Case Study | EXTERNAL

How a Federal Agency Manages a Global Travel Network with ConcurGov

Quick Facts

Institution Name

Federal Agency

Solutions

- ConcurGov
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Industry

Federal Government

Institution Size

- 60,000 Employees
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Why SAP Concur

The agency looked for a SaaS solution that could help reduce their travel costs, improve policy compliance for their travelers, and that was also easy to use. In addition, the agency expected a T&E system with robust features and advanced configuration options that would allow them to meet unique demands at a moment's notice.

The Challenge: Simplify T&E Management for Greater Policy Compliance & Cost Savings

In the wake of terror threats, natural disasters, and monumental historic events, this federal agency springs into action. Providing safeguards and robust security resources every day around the globe is complex and challenging for even the most experienced agencies. Entrusted with this mission, **this agency requires the strength, efficiency, cost savings and reliability of SAP Concur** to fulfill its travel and spend management needs.

Approximately 30 percent of this agency's employees travel in any fiscal year, often with minimal advanced notice and to multiple destinations within a single trip... When it came to executing this task, they looked to SAP Concur.



ABOUT THE CUSTOMER

The agency is geographically dispersed with more than 60,000 employees spread across various locations within and outside of the U.S. Its mission requires employees to travel locally, domestically and internationally to 132 countries around the world. Approximately 30 percent of this agency's employees travel in any fiscal year, often with **minimal advanced notice** and to multiple destinations within a single trip. Mission-related travel can also involve complex arrangements requiring individual assistance of a Travel Management Center (TMC) for venue sourcing and room block management.

Utilizing a variety of travel types, including invitational, non-federal sponsored, long-term, blanket (limited and unlimited) and emergency travel, the agency has quite a task on their hands. When it came to executing this task, they looked to SAP Concur for an innovative, configurable SaaS solution that would help to **simplify travel and spend management as well as policy compliance** for the agency.

THE CHALLENGE

This agency strongly believes that their agents should be **focused on their jobs and missions**, not on travel arrangements and internal workflow processes for approvals. To do this, they host robust travel preparer services, numbering up to 5,100 alternate preparers, 2,500 approvers, 300 funds certifiers, 1,400 local system administrators and 100 global system administrators, that take the pressure off of their travelers. Their travel and spend management is handled almost completely through administrative roles, especially when it comes to dynamic and conditional routing which requires **special or higher level approval** in both the authorization and vouchering processes.

This transition to a new travel system was no small effort and was contingent upon regular communication and tactical training programs. Proactive steps needed to be taken to ensure that the right tools would not interrupt the agency's day-to-day operations, rather they would support their development. With this understanding, the agency sought out SAP Concur's onsite services, including five system administrators and one configuration administrator who help to ensure the agency **maximizes utilization** of the software and provide



In preparing to deploy support staff for a major world event in 2016, the agency worked with SAP Concur to save nearly 40,000 dollars in total savings for this one trip.

continuity in quality customer service to travel administrators. Putting SAP Concur's expertise to work for the agency, they greatly simplified the transition process and ensured their long-term success.

As part of a larger governing department, the agency wanted to deliver on a variety of initiatives, driven both internally and externally. These initiatives included a move toward **standardized travel processes and procedures** throughout the department, which meant choosing a solutions provider that could accommodate and work with all components within the department. Needing to reduce travel spend across the board, the customer wanted to identify cost savings opportunities. They recognized these cost savings opportunities in enhanced venue sourcing and transitioning to an online system through adopting ConcurGov. Additionally, the venue sourcing functionality allowed the agency to make the most of travel trends and spend data to negotiate better lodging rates and services for deployed travelers.

Aligning with both federal and agency policy, ConcurGov is equipped with advanced configuration settings which enable the agency to **shape the user experience** in compliance with Federal Travel Regulations (FTR). For example, the agency does not permit travel advances and through ConcurGov, the agency automatically prevents travelers from violating policy without having to waste the time and resources that such a non-compliant request would require. Through recent department initiatives to support **better reporting and more informed decision-making**, the agency utilizes ConcurGov to consolidate data, housing it in a central, cloud-based platform. Through leveraging a powerful combination of TMC services, SAP Concur's advanced reporting tool, and other cloud-based services, the agency utilizes travel card, reservation, and voucher data to create transparency and reduce fraud, waste and abuse.



A Change for the Better

Constantly facing a series of challenging demands, the agency trusts SAP Concur to handle the volume and complexity that their travelers and system administrators often encounter. Emergencies, seasonal demands and other unexpected as well as cyclical circumstances often require additional staffing. In response to these events, the agency deploys surge forces to support airport screening operations. With the heavy volume of local, regional and international travel the agency manages on a daily basis, it is integral to their success to have the quick and efficient action of SAP Concur's **leading experts in travel and spend management**. Increasing with any national event, from papal visits to inaugurations, the agency's travel volume requires a great deal of planning and coordination to ensure enough agents are available to support abnormal spikes in regional travel. Handling such challenges as multiple vouchers per trip and surge blanket travel authorizations with ease, ConcurGov and the supplemental TMC services work in conjunction to cover all agents by utilizing flexible technology capable of accommodating dynamic missions.

In support of an effort to increase online adoption rates, the agency has further **expanded travel reservation options and enhanced usability** for its travel administrators. With a monthly adoption average of 77 percent in 2015 and an approximate adoption average of 81 percent in 2016, the agency expects to see a steady increase in benefits in conjunction with further training and help desk support. Through its use of ConcurGov, the agency has experienced greater visibility into spend, significant cost savings and full, reliable support from an innovative, proven SaaS solutions provider.



COMPLIANCE

In utilization of ConcurGov's advanced configuration options, the agency automatically enforces policy which simplifies the travel booking process for its administrators and helps to ensure travelers abide by governing regulations.



COST SAVINGS

The agency leverages the intelligence and capabilities of ConcurGov to save taxpayer dollars, approximately \$5.3 million in voucher fees alone, and improve operational efficiency.



VISIBILITY

With the ability to form custom and standard reports, the agency now has greater transparency and insight into the activity of each traveler along with their online bookings and requested itineraries.

Learn more at concur.com

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