



SAP Concur 

SAP Concur Case Study | EXTERNAL

Accelerating Efficiency in Financial Management

How a Federal Government Service Provider is Evolving with SAP Concur

Quick Facts

Institution Name

Federal Agency

Solutions

ConcurGov

Industry

Federal Government

Institution Size

20,000+ Employees

Why SAP Concur

The customer needed a single, integrated tool providing end-to-end travel booking, spend management, and reporting functionality that would be scalable and flexible enough to meet the needs of the multiple agencies they serve. The agency needed to provide a more efficient solution that could enhance the user experience.

The Challenge: Providing Shared Services That Make an Impact

More than \$89 billion in cash flows through the U.S. federal government's collections and deposit systems every day, making the job of this agency one of immense complexity and importance. Providing a variety of administrative services to its agencies, this agency is dedicated to promoting the financial integrity and operational efficiency of the U.S. government. With SAP Concur's depth of experience in travel and spend management, highly scalable and configurable cloud-based SaaS solution, and its ability to **securely manage, protect, and defend government data**, the agency was confident that SAP Concur was the right partner for them.

The agency's resource center has to deliver scalability, knowledge expertise, a great user experience, security, quality assurance, and advanced reporting capabilities, to 49 agencies, with plans to grow that number even further. SAP Concur helped check those boxes with confidence.



ABOUT THE CUSTOMER

This agency focuses on providing and managing a range of financial, human resources, information technology, procurement and government-wide accounting and reporting services for agencies within the federal government. It is committed to delivering responsive, collaborative and cost effective solutions to its customers which includes travel and spend management. Its travel and spend management customer base makes up more than 20,000 employees, 90 Federal Agency Travel Administrators (FATAs) and in excess of 60,000 trips per year on average. As a shared service provider, this agency has an ongoing objective to create consistency and best-in-class performance metrics with a presence of mind toward reliability and scalability. Their services are vast and include but are not limited to, quality assurance, implementations, travel card administration, training, and help desk support.

THE CHALLENGE

The customer needed a single, integrated tool providing end-to-end travel booking, spend management, and reporting functionality that would be scalable and flexible enough to meet the needs of the multiple agencies they serve. Shared services by design are intended to improve

efficiency, but more than that they need to provide a better value, and a better customer experience. The customer embraces this challenge daily, but also recognized a need for an advanced solution that would enable them to deliver more efficiently, and would help their agencies rise to the challenge of rapidly changing digital government mandates.

Providing their customers the value of a Commercial-off-the-Shelf (COTS) product that could provide repeatable, standardized business processes using commercial best practices was paramount to the agency. As a financial services agent for the federal government, any system deployed would need to provide full integration to their financial system without any degradation of performance. They also needed a solution with the ability to manage, protect, and defend government data in compliance with privacy legislation. Given the breadth and depth of requirements involved, it's no surprise why the agency chose ConcurGov as their solution.



With SAP Concur, users are booking more and more through the system - with hotel leakage down 5%. Online bookings enable the agency to process vouchers faster and experience quicker approvals.

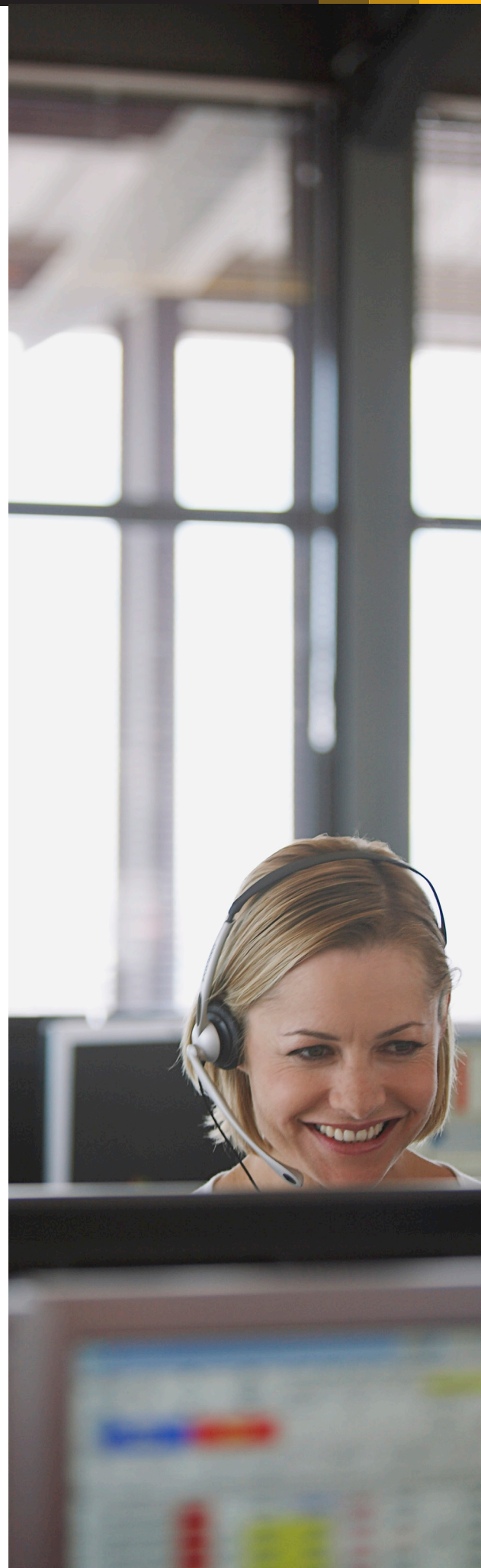
Streamlining Systems with SAP Concur

Transitioning to a new travel and spend management solution was no small feat for this agency with the balancing act of marrying up a vast amount of customization and considerations from the customers they service with standardization and process re-engineering. This challenge also included transitioning one of their agencies from a paper-based system to a fully deployed technology travel and spend management solution.

The customer's success was also dependent on their, and SAP Concur's, ability to transition multiple agencies simultaneously while maintaining their recognized value as a customer-focused service delivery organization. In partnership with Concur, the agency formed an understanding among customers of a dedication to a benchmark-driven improvement effort and not just a cost-savings measure; one that produced true innovation in travel and spend management solutions for their agencies.

The goal was for a relatively small percentage of the agency's offices to go live with the ConcurGov solution. Since the initial implementations which began in June 2013, the service provider has implemented 49 agencies using ConcurGov. Delivering high customer satisfaction coupled with a technologically advanced system has led not only to the retention of customers they implemented, but also to the rollout of this proven solution to 16 additional customers.

The partnership between the agency and SAP Concur established the right balance between a highly configurable solution and uniformity across agencies to achieve economies of scale in efficiency and cost. The agency was able to provide its customers with enhanced services through end-to-end testing of code changes prior



to production deployments, robust training and user-based references, a broad selection of government travel content via an intuitive online interface, and improved speed of obligations and disbursements via advanced EAI interfaces. The agency also provided a centralized help desk for questions and concerns regarding the system changes, travel related inquiries and policy questions so their customers receive answers and support quickly and efficiently.

The agency is seeing measurable program results and has established a travel and spend management program through ConcurGov that their customers have come to rely on as the voice of expertise on cutting-edge technology, and reliable, high-satisfaction service delivery for their end users.

KEY BENEFITS:

By successfully implementing ConcurGov for 49 of its federal government agencies, this customer has created regulatory-compliant spending patterns, recognized measurable savings, and gained visibility into spend like never before, extending the reputation of the agency as a respected leader in federal financial management.

Implementing the ConcurGov solution has allowed the agency to form consistent and compliant travel and spend management practices across many agencies. Through a strong partnership, SAP Concur and the agency successfully work together to better meet the needs of its customers.



INCREASED COMPLIANCE

With ConcurGov, the federal service provider has the data to show they are compliant with all applicable regulations, including the President's Management Agenda, E-Gov requirements and federal trade regulations.



STANDARDIZED PROCESSES

The agency has standardized travel and spend management processes across participating agencies, streamlining accounting operations and generating time and cost savings.



REDUCED APPROVAL TIME

The agency has been able to process twice as many documents and reduce time to approve vouchers by more than 25%.

ABOUT SAP CONCUR

SAP® Concur® solutions take companies of all sizes and stages beyond automation to a completely connected spend management solution encompassing travel, expense, invoice, compliance, and risk. For more than 20 years, these leading, innovative solutions have kept customers a step ahead by delivering time-saving tools, connected spending data, and a dynamic ecosystem of diverse partners and apps. User-friendly and business-ready, SAP Concur solutions unlock powerful insights that help businesses reduce complexity and see spending clearly, so they can manage it proactively. For more information, visit concur.com.

Learn more at concur.com

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