



SAP Concur Case Study

Concur Travel & Expense | Concur TripLink | Concur Detect by AppZen | Consultative Intelligence | Expenselt

As a Customer, NeoSystems Saved Time, Reduced Costs and Simplified Compliance

As a Partner, NeoSystems Brings Those Same Benefits to
Government Contractors

Quick Facts

Company Name

NeoSystems® LLC

Solutions

- Concur® Travel & Expense
- Concur® TripLink
- Concur® Detect by AppZen
- Travel Allowance
- Budget
- Client Web Services
- Concur® Request
- Consultative Intelligence
- Amex Card Integration
- User Support Desk
- Service Administration
- Expenselt®
- Concur® Drive

Industry

Systems Integration, Compliant Hosting and Security, and Strategic Managed Back Office Services for Government Contractors

Company Size

\$45 million in revenue

Location

Tysons Corner, Virginia

Why SAP Concur & NeoSystems?

NeoSystems is committed to delivering best-of-breed solutions to government contractors, nonprofit organizations and other project-driven businesses. SAP Concur is committed to delivering the most user friendly, innovative travel and expense solution available. Together, NeoSystems and Concur are bringing unparalleled integration and ease-of-use to their mutual customers. Integrating Deltek Costpoint with Concur is just the start.

As an SAP Concur partner, NeoSystems brings an easy-to-use expense solution, integrated with Deltek Costpoint, specifically designed to meet the unique needs of government contractors. As a user, the company has experienced the time and cost savings first hand. By leveraging its government contracting expertise, together with our Concur to Costpoint connector, NeoSystems' clients can now offer their employees a user friendly, world-class expense management system, while simultaneously reducing their total cost of ownership.

ABOUT NEOSYSTEMS

NeoSystems LLC, based in Tysons Corner, Virginia, provides systems integration, strategic back office services and hosting to government contractors. By leveraging its network of industry experts, best-in-class software, and advanced technical infrastructure, the company creates tailored solutions that help clients accelerate growth and pursue opportunities previously deemed unattainable.



The Challenge: Project-Based Travel and Expense Management – Without the Pain

Since its founding, NeoSystems LLC has provided strategic, back office services and solutions to government contractors; helping them improve efficiency, reduce costs and more effectively manage compliance.

The organization is structured on a project basis, like the government contractors it serves. **Expenses for each, unique project must be tracked appropriately**, charged to proper work breakdown structure (WBS) elements, approved, and audited against government-mandated travel rules. NeoSystems also needed an application that better enabled employees to book their travel arrangements and manage their expenses.

The problem was NeoSystems' previous expense solution didn't make that process easy, placing an immense burden on all levels of a project-based business from line workers who perform the work to managers and executives who review and approve the charges.

The software was cumbersome to use, and didn't offer an acceptable mobile application. So, consultants had to manually calculate mileage and keep track of receipts, then, cobble it all together when their trip was completed – sometimes waiting weeks after the travel was incurred – **wasting valuable time and adding days to the reimbursement cycle**. There was no integration with travel management companies, airlines or car rental partners. So, the travel process was disjointed, with no world view of traveler location for duty of care.

When NeoSystems' leaders learned about SAP Concur, its mobile app, its partnerships with airlines, hotels, car rental companies, and travel management companies, and its ability to enforce government required per diem rates and approval protocols, they liked what they heard.

However, for this industry leader, seeing is believing.

“NeoSystems provides enabling technologies and support services to its clients. However, we take a **unique approach in how we identify and onboard our technology partners** before we roll them out to our clients. Before presenting a solution to our customer, we implement the solution internally to get a true read on how well the product performs. This 'try before we sell' approach allows us to accurately assess how well the product **supports a project-based business** and what value it can bring to our clients as they strive to be more efficient.”

Michael Tinsley, President and CEO, NeoSystems LLC

The SAP Concur test drive exceeded expectations. Company leaders were so convinced that the software would be such an asset to its clients that NeoSystems partnered with SAP Concur. They became a certified implementation partner, a qualified reseller, and entered their Concur to Costpoint connector on the SAP Concur application platform.

“The **ease of use was undeniable**, from the interface itself to the way the software streamlines the travel and expense process,” Tinsley said.

With SAP Concur, expense reports essentially write themselves. In many cases, users simply take a picture of their receipts with their mobile device and the solution does the rest, adding it to their expense report, using OCR to automate the coding, and enforcing the audit rules as expenses are recorded. An automatic distance capture tool tracks and records mileage, eliminating the need to keep a manual log. Documentation is complete and accurate, with no manual intervention. All employees have to do is click “submit,” and the report continues through the workflow.

Company accountants benefit, too. Using SAP Concur’s artificial intelligence tool, Concur Detect, expenses are electronically audited and assigned a risk score. This allows the processor to quickly hone in on any expenses that might violate company policy. So, not only does SAP Concur make travelers’ lives easier, it also saves the accounting department time.

“The mobile application and OCR alone significantly reduce the amount of time our staff has to spend on expense submissions every month, so they can **spend more time on activities that serve our clients and grow our business**,” Tinsley said.

END-TO-END TRAVEL MANAGEMENT AND DUTY OF CARE

Because SAP Concur fully integrates with travel management companies, airlines and rental car companies, the efficiency and control begin the moment the employee books a trip and continues until the reimbursement is paid.

This end-to-end workflow brings cohesiveness and automation to the travel and expense process. More importantly, it enables

“We were impressed with the way SAP Concur takes a ‘carrot’ approach to compliance... it drives users to do the right thing on the front end and gives them a **great experience in the process**. If someone does make a mistake, there is a gentle correction or prompt for added detail. On the front end, SAP Concur has detection tools to catch many troublesome issues, like alcohol or other non-compliant expenses on a receipt, **before that expense becomes a cost inadvertently billed back to the government.**”

Michael Tinsley, President and CEO, NeoSystems LLC

NeoSystems' leaders to know where their staff is located at any time, for duty of care. In today's environment, knowing where in the world employees are located at any given time is crucial to keeping them safe in case a catastrophe or security event should occur in that area.

COMPLIANCE WITHOUT THE FEAR FACTOR

A big struggle for government contractors is finding an easy way to know where every dollar on every project is going, and proving that those expenditures adhere to regulatory or contract standards.

“With SAP Concur, **we're able to set up rules to authenticate the charges before they go on the expense report and into the ERP system to make sure they're compliant with regulations and protocol,**” Tinsley said.

“There's a full audit trail and three-way matching on every line item – authorization, itinerary, and receipt are all used to make sure an expense complies with regulatory requirements.”

The solution makes it easier for organizations to track, bill and report on JTR and FAR requirements, including challenging issues like per diems and Fly America Act compliance. The system can even accommodate that instance where a company may choose to reimburse an employee, even though the expense fails to comply with an audit requirement.

And, let's face it, many times employees just don't understand what rules they need to follow. With SAP Concur, instead of having to remember specific policies or requirements, customized rules within the software actually lead users through compliant submissions, prompting them to attach receipts, make required data selections or relate the expense to an authorization. All of these features proved to be great assets for NeoSystems, as well as its government contractor clients.





INTEGRATION WITH DELTEK COSTPOINT COMPOUNDS THE VALUE

Although NeoSystems' leaders and users quickly recognized the benefits of making the change to SAP Concur, the value of the cloud-based software was only part of the equation. The true test was how well SAP Concur could interface with Deltek Costpoint, the ERP used by both NeoSystems and the overwhelming majority of its clients.

“The web services integration we built between SAP Concur and Deltek Costpoint is a game changer, for us and for our Costpoint clients,” Tinsley said.

With this integration, all of the validation information associated with a project within the ERP system seamlessly flows into SAP Concur and enables the validations at the point the employee records the expense. A Costpoint customer will recognize the value of using the Project Work Force (PWF), Project Account Groups (PAGs) and Organizational validations that serve as compliance pillars within the ERP system. These validations are extended into Concur so that errors or charging violations are stopped before they even occur.

The reduction of billing errors is worth its weight in gold, literally.

“To take this a step further, we integrated SAP Concur and Deltek with another set of tools we use for forecasting and planning,” Tinsley said. **“By tying all of these systems together, we enable our client executives to triangulate the health and the performance of their companies in near real time.”**

For example, using these tools, executives could clearly see the effectiveness of their bid strategies on contracts. Cost capture, allocation and budgeting show how much they're spending and how that spend measures up to what they had planned. Based on those numbers, they have the data they need to pursue a more agile financial planning model. Not only does this mean that the next bid doesn't have to suffer the same overruns as the prior one, but changes can also be made mid-stream to right the financial performance of a current project. All of the information is at their fingertips.

The Ultimate Outcome: A Healthier Bottom Line

As much as NeoSystems' leaders appreciate the user experience and convenience SAP Concur brought to the travel and expense process, those aren't the main reasons they became a partner. It was the impact the integrated solution made on the bottom line.

submit the reports, the time it takes to approve and process them, and the number of times the reports are volleyed back and forth due to errors or compliance issues. All of these factors lower the cost per expense report.

TANGIBLE, MEASURABLE ROI

Since implementing and integrating SAP Concur, NeoSystems has:

- Reduced the time staff spends creating and submitting expense reports by approximately 15%.
- Decreased the cyclical month-end crunch since reports are submitted and processed on a more regular basis.
- Decreased expense processing times by 20%. The company can now adhere to published payment dates, giving employees peace of mind that their travel reimbursements will be received on time.
- Increased compliance accuracy, while reducing time spent on compliance audits by at least 15%.

“A significant part of our client base is small and mid-sized government contractors. No matter how much they might like a software's features, or the fact that it can write an expense report for its users, it all comes down to one question: ‘Is it going to help save me money?’” Tinsley explained. “With the integrated web solution that we've created using SAP Concur, our Deltek **clients have a one-stop shop for travel, expense and finance management** that delivers significant, measurable cost savings.”

These cost savings come from:

Reducing Manual Processes

With NeoSystems' previous expense solution, getting a report created, submitted, approved and paid was a cumbersome, time-consuming process. With SAP Concur, everything is faster, more automated and more accurate, with compliance audits built in. This combination of features reduces the time it takes for staff to

Increasing Staff Productivity

“One of an organizations' largest budget line items is its labor,” Tinsley said. “You want your consultants spending their time performing billable work or **growing customer relationships, not filling out expense reports**. You want to make your accounting team so efficient that they can spend the majority of their time working on high-value projects instead of spending hours upon hours reviewing and processing expense reports.” With SAP Concur, fewer people devote less time to these administrative tasks.

Streamlining Compliance Management

The controls, audits and reporting that government contractors need to ensure compliance are all built into the solution. Not only do these capabilities reduce risk and enable contractors to more quickly justify compliance to funding agents, but also enables them to do it without the army of people previously required to pull together this information.

A Partnership that **Continues to Grow**

Since the beginning, the NeoSystems/SAP Concur relationship has continued to evolve. What began as a proof of concept quickly turned into a customer engagement, and then an implementation partnership – with plans to expand that partnership role in the months ahead.

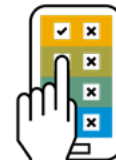
“We saw the value, for ourselves, as customers. We saw **how well SAP Concur works for a project-based organization**, and how well the solution fits the government contractor market,” Tinsley said.

By combining SAP Concur with NeoSystems’ industry and finance expertise, and tight integration with Deltek Costpoint, the company has improved its own efficiency and can offer an exclusive SAP Concur Aerospace, Defense, GovCon (ADG) bundle specifically designed for the needs of its customers.

“Now small and mid-sized **government contractors don’t have to use an antiquated system to get a robust expense management platform** with the reporting, compliance checks and ease of use they need,” Tinsley said. “Any GovCon customer that’s not looking at this combined solution is likely irritating their employees and leaving money on the table.”

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](#).



MOBILITY

Staff can create, submit and approve expense reports via the web, a smartphone or a tablet. A mobile-first, automatic distance capture tool quickly documents accurate driving distances for faster reimbursement.



VISIBILITY

Executives gain an accurate, real-time view of overall spend, with audit trail and compliance tools that enable them to balance company profitability with government billing requirements.



SECURITY

The solution is ISO, PCI DSS, FISMA, FIPS140-2 and 508 compliant.

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