



SAP Concur 

SAP Concur Case Study | EXTERNAL

Standardization and Efficiency Support **PeaceHealth's** Focus on Healing

Quick Facts

Company Name

PeaceHealth

Solutions

- Concur® Expense
 - SAP Concur mobile app
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Industry

Healthcare

Company Size

28,000 employees

Location

US

Why SAP Concur

Implementation of an Electronic Health Record to provide real-time insight into patient data, as well as state-of-the-art back office systems, is a necessity to PeaceHealth that standardizes data, improves efficiency, and reduces the burden on employees and, ultimately, costs to patients. For over eight years, SAP Concur has helped PeaceHealth streamline expense reporting to support the organization's critical mission.

ABOUT PEACEHEALTH

A large system of non-profit hospitals, medical centers and laboratories in Oregon, Washington as well as Alaska; PeaceHealth holds itself to the highest standards when it comes to the allocation and utilization of financial and human resources. Approximately 2,000 PeaceHealth doctors, lab sales reps, and executives travel to deliver the gold standard in patient care and healthcare services, generating 24,000 expense reports annually.

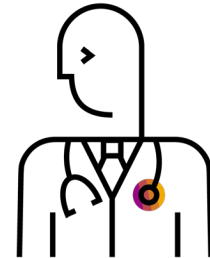


SAP Concur: The Right Choice

“Concur® Expense is great from the traveler side and great from the accounting side,” says Amber Wright, Accounts Payable Manager for PeaceHealth. “It’s easy to use and makes submitting reports simple and fast, which is especially important for our physicians who want to focus on their patients, not on filling out expense reports. It creates a totally electronic process for accounting, which saves time and ensures accuracy. And, it gives our executives an instant view of spend, so they can track adherence to policy and make strategic decisions to support our goal of reducing costs to patients.”

“...Anything we can do to **improve patient care** is important to us and that means making administrative tasks less of a burden on physicians.”

Amber Wright, Accounts Payable Manager, PeaceHealth

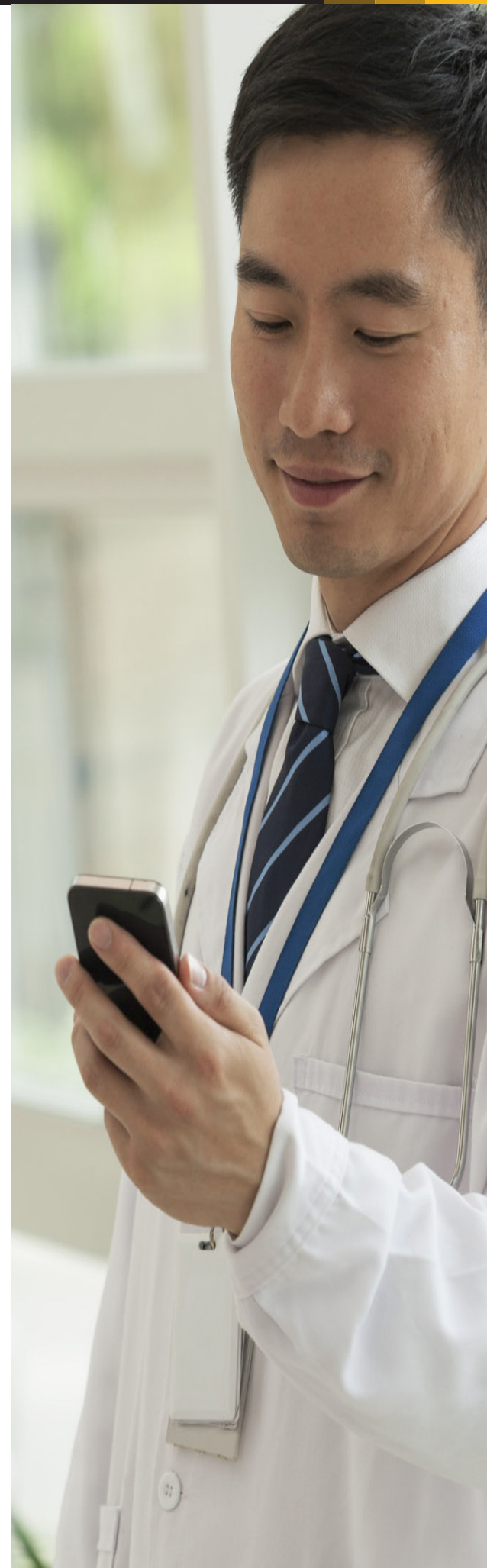


Real Results

PeaceHealth T&E policies are integrated into the SAP Concur solution, including detailed rules related to car mileage, which accounts for a large percentage of travel, enabling managers and accounting staff to quickly identify and address fraud. Aggregate data lets executives monitor spend and supports optimal return on the rebate program offered through the organization's corporate and purchase card provider. And PeaceHealth employees love Concur® for Mobile: travelers submit receipts and reports on the go, accelerating the process and reimbursement. "Employees who don't have the app ask for it as soon as they learn about it," says Wright. "It's especially helpful for physicians who are extremely busy and are seldom just sitting at a desk. Anything we can do to improve patient care is important to us and that means making administrative tasks less of a burden on physicians."

PeaceHealth is dedicated to providing the best patient care, creating a supportive culture for employees, reducing costs, and supporting these goals with the most efficient systems and solutions. SAP Concur supports the organization's goals in multiple ways:

- Standardization of data and accounting efficiencies support PeaceHealth's commitment to patients by reducing the cost of overhead and costs to patients.
- Instant visibility into spend supports PeaceHealth's commitment to eliminating fraud and maintaining the highest ethical standards.
- Aggregate data supports fast, real-time, reliable reports to enable the best possible return through PeaceHealth's corporate and purchase card provider's rebate program.



- Integration of Peace Health’s policies into the expense reporting solution—including mileage reimbursement guidelines—supports ease-of-use for travelers and ensures compliance.
- A paperless solution supports PeaceHealth’s commitment to the responsible stewardship of environmental resources, while streamlining the accounting process.

“SAP Concur provides the financial tools to help us fulfill our mission,” says Wright, “Our priority is patients. SAP Concur’s priority is clearly to support our goals and the people we serve.”

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Amber Wright, Accounts Payable Manager, PeaceHealth

ABOUT SAP CONCUR

SAP Concur imagines the way the world should work, offering cloud-based services that make it simple to manage travel and expenses. By connecting data, applications and people, SAP Concur delivers an effortless experience and total transparency into spending wherever and whenever it happens. SAP Concur services adapt to individual employee preferences and scale to meet the needs of companies from small to large, so they can focus on what matters most.



VISIBILITY

Instant visibility into spend supports PeaceHealth’s commitment to eliminating fraud and maintaining the highest ethical standards.



COMPLIANCE

Integration of Peace Health’s policies into the expense reporting solution—including mileage reimbursement guidelines—supports ease-of-use for travelers and ensures compliance.



EFFICIENCY

Standardization of data and accounting efficiencies support PeaceHealth’s commitment to patients by reducing the cost of overhead and costs to patients.

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