



SAP Concur 

SAP Concur Case Study | EXTERNAL

A Streamlined Expense Process Frees **SavaSeniorCare** Staff to Focus on Residents

THE BEST RUN



Quick Facts

Company Name

SavaSeniorCare Administrative Services, LLC

Solutions

- Concur® Travel
 - Concur® Expense
 - Expense Pay
 - Policy Audit
 - SAP Concur mobile app
-

Industry

Healthcare

Company Size

- 20,000 Employees
 - 1,943 SAP Concur Users
-

Location

Atlanta, Georgia

Benefits

- Decreases cost of processing expense reimbursements from \$23 to \$12 each
 - Provides complete visibility into travel and expense spend
 - Calculates mileage from physical address, reducing “round ups”
 - Gives users 24/7 convenience for filling claims or checking on reimbursement status
 - Reduces time from submission to reimbursement from one month to less than a week
-

Why SAP Concur

Due to the nature of its business, many of SavaSeniorCare employees hit the road on a regular basis to visit prospective hospitals, doctors and various facilities. Although the organization had used Concur Travel for booking traditional travel needs – its expense, including mileage, reimbursement process was completely paper-based. Going electronic and implementing Concur Expense resulted in faster reimbursements, improved compliance and complete visibility into spend data.

ABOUT SAVASENIORCARE ADMINISTRATIVE SERVICES, LLC

With 195 facilities in 22 states, SavaSeniorCare Administrative Services' affiliated facilities are one of the largest providers of short-term and long-term healthcare services in the United States. They are known for a highly skilled, caring staff and an organization-wide culture of “respect” in which all of their energy is fully focused on its residents and their families.

SavaSeniorCare

SavaSeniorCare Gives Back Time to Employees and Gains Full Visibility Into Spend Data

Due to the nature of its business, many employees hit the road on a regular basis, visiting prospective hospitals, doctors and the various facilities. “About 35 percent of our travel spend is mileage,” explained Dorene Graham, travel manager for SavaSeniorCare Administrative Services, LLC. “A significant percentage of our sales, marketing and clinical staff travel by car, daily.”

Although the organization had used the Concur Travel online booking tool for more traditional travel needs, its reimbursement system was totally paper based. “Our employees basically filled out spreadsheets, printed them out and mailed these to Houston for processing,” Graham explained. “There was no way to check on status or even check that the paperwork was received. Reimbursements took weeks; sometimes as long as a month. In the meantime, all the employees could do was wait, and hope that the reimbursement would magically get paid.”

“To me the **ROI is truly the insight into spend** because of the amount of detail employees have to enter, the expedited turnaround time, and visibility of where the report is in the process.”

LaShonda Ganius, Applications Manager, Accounting Systems and Concur Expense Administrator, Travel and Expense Administrator, SavaSeniorCare Administrative Services, LLC



SAVASENIORCARE GOES ELECTRONIC

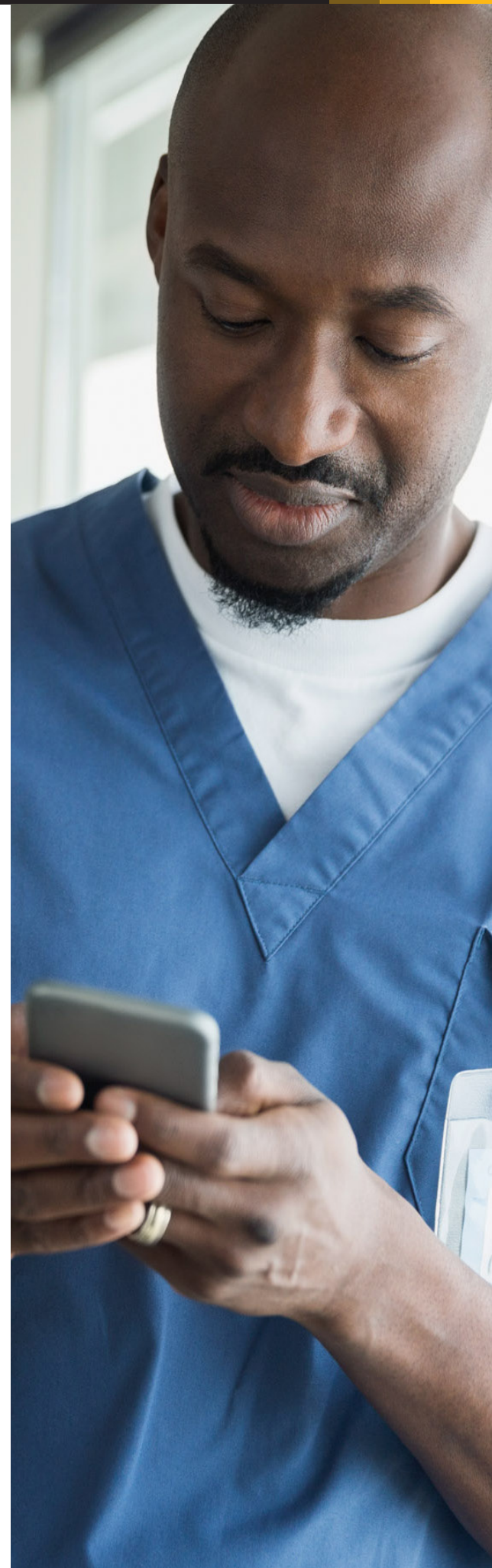
For mileage reimbursements, the staff member had to submit a handwritten mileage log along with the paper spreadsheet. Not only was the process timeconsuming for the driver, but SavaSeniorCare management had no visibility into expense spend.

“We knew what we were spending overall, but had no easy way to drill down and see where we could save money—like paying for a rental car instead of mileage for longer trips.” Graham said. “We couldn’t verify mileage or effectively enforce policy. The whole thing was cumbersome and inefficient.”

Per LaShonda Ganius, Applications Manager, Accounting Systems and Concur Expense Administrator, “To me the ROI is truly the insight into spend because of the amount of detail employees have to enter, the expedited turn around time, and visibility of where the report is in the process.” So, [SavaSeniorCare management decided to go electronic, making the move to Concur Expense](#). To be successful, Graham knew they had to get employees ready for the change.

DRIVING ADOPTION FROM DAY ONE

“We started communicating with our employees as soon as we decided to go with Concur Expense. We let them know that this new tool was coming out, and [we promoted all of the great features, like the ability to submit electronically and check expense status 24/7](#),” Graham said. This regular communication, along with mandatory expense training during system rollout, engaged users and enhanced adoption from the start. Post rollout the travel and expense team called on users to fill out an online survey and held focus group calls. “We segmented our focus groups by user type, and asked for their feedback,” Graham said.



“**Last year, we saved** \$154,000 in expense and \$63,000 in travel.

Dorene Graham, Travel Manager, SavaSeniorCare Administrative Services, LLC

“In some cases, we tweaked the system or updated a policy. But, even if we didn’t take the suggestion, I think the fact that we asked for input increased employee buy-in. We also have real, live contacts for people to call if they have questions or need help—that’s made a big difference, too.”

IMPROVED COMPLIANCE, FASTER REIMBURSEMENTS

“Travelers now get built-in reminders on compliance,” Graham said. “If someone books over the maximum hotel rate, books airfare inside of 14 days or exchanges tickets, his or her manager is automatically notified and has the option of having that travel cancelled.” Graham pulls weekly reports on exceptions—drilling down for a closer view of any questionable line item. “I can go in and see the reason for the exception. Sometimes, it’s a conference hotel that’s above our typical spending limit; sometimes it’s an, ‘Oh, do we have a policy,’ even though that staff member probably got a pop-up window with that information during booking,” she said.

Mileage is easier to manage as well—for road warriors, the processing team and management alike.

“We require the use of SAP Concur’s mileage calculator, so mileage is automatically calculated between the actual starting and ending address,” Graham said. “Not only do we know the mileage is accurate, but it’s easier for our users, too. They just plug in the address and go.”

If the employee is driving more than 135 miles, one way, he or she can use an SAP Concur tool on the company’s intranet to compare mileage costs versus the costs of renting a car for the trip. “The employee plugs in the number of miles, the gas price and other pertinent information, and can quickly determine the most economical option,” Graham said.

“Although it’s not mandatory, we do encourage our staff to use the tool. I also monitor high-mileage users to look for patterns and determine other ways we can reduce costs.” The drivers can submit their mileage reimbursement requests as often as once a week, with the cumulative mileage for any specific day in one entry.

“Because we can now process the requests more quickly, our travelers and our processing team are both fine with these weekly submittals,” Graham said. “Our employees typically see the money in their bank accounts in a week or less.”

FASTER PROCESSING, GREATER VISIBILITY AND ROI

But, do all the efficiencies gained from SAP Concur really make a financial impact? The proof is in the metrics—and SavaSeniorCare’s numbers do not disappoint.

“We calculated our ROI by comparing what we spent on Concur Travel and Expense fees versus what we would have spent had we kept our paper-based system—based on a \$23 cost for manual expense reports versus a \$12 cost with SAP Concur,” Graham explained.

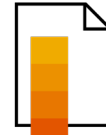
“Last year, we saved \$154,000 in expense and \$63,000 in travel. That’s a total savings of right around \$217,000 in travel and expense.” As impressive as those numbers are, for SavaSeniorCare Administrative Services, LLC, it’s only the beginning. **“In the first quarter of this year, we had \$37,000 expense savings and \$16,000 travel savings, for a total of \$53,000—and expect those numbers to continue to rise as we go through the year,”** Graham said. “We are much more efficient and we have the insight to make changes to reduce expense—and none of that was possible without SAP Concur.”

But, for Graham, the benefits of implementing SAP Concur extend far beyond the numbers alone. “You have to look at more than cost savings, you have to look at traveler satisfaction. We have road warriors who are out there every day, and we want to make them as comfortable and as safe as we can. You can use SAP Concur to do that on many different levels—for example, you can use the system to block hotels that have had security issues,” Graham said. “No matter what perspective you take, SAP Concur has made a positive impact. It has been a great benefit for our employees and it has also helped our bottom line.”

That’s the best combination there is.

“Not only do employees have a streamlined way to submit expense reimbursement requests, but management has full visibility into what’s happening, **with compliance checks along the way.**”

Dorene Graham, Travel Manager, SavaSeniorCare Administrative Services, LLC



POLICY COMPLIANCE

After implementing Concur Expense, SavaSeniorCare proactively communicated and promoted the benefits to users. This regular communication, along with mandatory expense training during rollout, engaged users and enhanced adoption from the start. Driving adoption resulted in improved policy compliance.



EFFICIENT PROCESSING

Prior to implementing Concur Expense and Expense Pay, their submission and reimbursement process was paper-based and cumbersome. Repayment took as long as a month with no ability to check the status. With SAP Concur, SavaSeniorCare reduced time from submission to reimbursement from one month to less than a week.



COMPLIANCE

With a paper-based expense process, SavaSeniorCare management lacked visibility into full expense spend. As a result, they couldn’t verify expenses or enforce policy. With SAP Concur, they gained visibility that resulted in decreased processing costs, and saved \$217,000 in T&E the first year.

CS SAVASENIORCARE ADMINISTRATIVE SERVICES, LLC. enUS (06/18)

© 2018 SAP SE or an SAP affiliate company. All rights reserved.

No part of this publication may be reproduced or transmitted in any form or for any purpose without the express permission of SAP SE or an SAP affiliate company.

The information contained herein may be changed without prior notice. Some software products marketed by SAP SE and its distributors contain proprietary software components of other software vendors. National product specifications may vary.

These materials are provided by SAP SE or an SAP affiliate company for informational purposes only, without representation or warranty of any kind, and SAP or its affiliated companies shall not be liable for errors or omissions with respect to the materials. The only warranties for SAP or SAP affiliate company products and services are those that are set forth in the express warranty statements accompanying such products and services, if any. Nothing herein should be construed as constituting an additional warranty.

In particular, SAP SE or its affiliated companies have no obligation to pursue any course of business outlined in this document or any related presentation, or to develop or release any functionality mentioned therein. This document, or any related presentation, and SAP SE's or its affiliated companies' strategy and possible future developments, products, and/or platforms, directions, and functionality are all subject to change and may be changed by SAP SE or its affiliated companies at any time for any reason without notice. The information in this document is not a commitment, promise, or legal obligation to deliver any material, code, or functionality. All forward-looking statements are subject to various risks and uncertainties that could cause actual results to differ materially from expectations. Readers are cautioned not to place undue reliance on these forward-looking statements, and they should not be relied upon in making purchasing decisions.

SAP and other SAP products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of SAP SE (or an SAP affiliate company) in Germany and other countries. All other product and service names mentioned are the trademarks of their respective companies.

See www.sap.com/corporate-en/legal/copyright/index.epx for additional trademark information and notices.