



SAP Concur 

SAP Concur Case Study | EXTERNAL

St. Jude Medical Streamlined Travel and Expense and **Reduced Administrative Burden**

Quick Facts

Company Name

St. Jude Medical, Inc.

Location

US

Solutions

- Concur® Expense
- Concur® Travel
- Concur® Invoice

Why SAP Concur

St. Jude Medical needed a travel and expense solution that not only could consolidate, streamline and automate their current spreadsheet-based process, but that could aggregate all the data necessary to gain visibility into all travel spend globally and allow them to leverage volume spending with vendors.

Industry

Life Sciences

Company Size

- 16,000 Employees

ABOUT ST. JUDE MEDICAL

Headquartered in St. Paul, Minnesota, St. Jude Medical, Inc. comprises a network of more than 20 principal operations and facilities in 100 countries around the world. The organization manufactures and markets state-of-the-art devices for cardiac rhythm management, atrial fibrillation, and neuromodulators.



The Challenge: Connect Processes to Gain Insight Into Consolidated Data

Prior to the implementation of Concur® Travel and Concur® Expense solution, every country and division managed travel locally. Expenses were recorded and tracked on spreadsheets resulting in stacks of paper reports and receipts. The company had no insight into global travel spend, lacked aggregated data to leverage volume spending with vendors and had little consistency in policy, rules, or governance across the enterprise.

“We captured 95% to 98% of our healthcare professional spend using SAP Concur.”

Douglas A. Baden, Director Corp. Finance Compliance, St. Jude Medical, Inc.



Optimizing with Mobile Tools

Since then, SAP Concur solutions have streamlined and accelerated the expense report submission process while reducing the administrative burden of processing and follow-up. For example, e-receipt scanning now enables weekly check-runs (as opposed to monthly), a definite advantage for the back office as well as for travelers.

St. Jude Medical has also realized dramatic improvement in travel booking processes, **taking advantage of competitive pricing**, compliance with global travel policies, and visibility into spend. Adoptions have skyrocketed—especially with the SAP Concur mobile app. Managers and senior executives appreciate the ability to fully review and approve expenses and receipts on the go, from smart phones or tablets. Also, the ability to capture receipt images and daily expenses at the time and place the expense occurred makes a monumental difference for the traveler. Plus, since adding invoice approvals via mobile, the platform advantages take on a whole new meaning.



SAP Concur solutions have streamlined and accelerated the expense report submission process **while reducing the administrative burden** of processing and follow up.



The Benefits

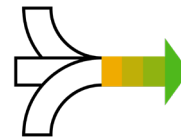
Healthcare professional spend reporting compliance remains a priority for St. Jude Medical—and with the automation integration of financial accounting and T&E systems, both administrator and traveler have benefited in multiple ways:

- With SAP Concur, policy compliance has improved dramatically on a global scale.
- Automated receipt capture at the time and place the expense occurs has improved compliance, accelerated report submission, and streamlined the process for travelers and managers.
- Automating P-Card reconciliation has helped reduce back-end hours devoted to administration by nearly 20 percent.
- With SAP Concur, St. Jude Medical has improved reimbursement time by 80 percent.
- The Concur mobile app has an extremely high adoption rate, including invoice approvals.
- Employees keep expense reports current, submitting reports as soon as trips are completed—which reduces expense report submission time from 6-8 weeks to submission within 24 hours of the trip.



COMPLIANCE

By moving compliance up-front in the T&E process, St. Jude Medical now has visibility into 95-98% of all HCP spend making it easy for them to remain compliant with industry regulations.



STREAMLINED PROCESSES

By automating and consolidating travel and expense management, St. Jude Medical was able to cut days out of the reimbursement process while creating a consistent process across geographies and divisions.



INCREASED VISIBILITY

With the dramatic improvement experienced in use of the booking tool, St. Jude Medical has gained visibility into travel spend with the ability to negotiate competitive travel pricing.

Learn more at concur.com

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