SAP Concur 🄲

Agency Dedicated to International Trade
Takes Travel Services to a New Level

THE BEST RUN **SAP**

Quick Facts

Institution Name

Federal Agency

Solutions

- ConcurGov

Industry

Federal Government

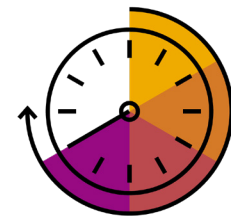## Institution Size

- 20,000 Employees

Why SAP Concur

The agency looked for a solution that could help streamline accounting operations, reduce errors and control costs. They also looked for a central-ized, integrated T&E system that allowed them to properly measure, analyze and report on travel data while making it easy for agency travelers with often last-minute or complex travel needs.

The Challenge: Transform From Cumbersome to Streamlined

Protecting our Nation's borders is no small feat, but this agency does just that – playing a pivotal role in safeguarding American citizens each and every day. To deliver on that mission, the agency partnered with SAP Concur to **modernize and streamline its cumbersome travel and spend management system** comprised largely of manual processes, unwieldy work-arounds, and delays in processing, to a solution that moves with them and easily navigates unanticipated obstacles.

Limitations of the agency's previous system often caused delays in payments, erroneous payments, lost receipts, incorrect Centrally Billed Account (CBA) charges, manual work-arounds, and many frustrated stakeholders.

ABOUT THE CUSTOMER

The agency's mission is to protect America from location-specific crime and illegal activity that threaten national security and public safety. This mission is executed through investigating and enforcing federal law governing trade and transport to promote homeland security and public safety. This agency also provides an accounting system, to five other agencies within its department.

The nature of the agency's mission involves complex and sometimes dangerous or risky travel. Frequently, agency employees experience changing rules and regulations regarding transit routes, last-minute travel arrangements and many changes mid-trip.

THE CHALLENGE

The agency faced a myriad of challenges in its travel and spend management system – most notably the integrated accounting functionality with the existing system, and limitations in reporting, mobility and data management. Reporting functionality was a tedious and cumbersome manual process with significant delays in response to the Freedom of Information Act (FOIA) and Congressional requests, not to mention day-to-day

reporting requirements and potential inaccuracies in that data being reported. Working with a system that had limited override functionality for data, or amendments to vouchers and authorizations during natural workflow, played havoc with Federal Agency Travel Administrators (FATAs), approvers and travelers. Financially speaking, CBA functionality was limited and caused challenges in application and accounting line level errors.

These limitations often caused delays in payments, erroneous payments, lost receipts, incorrect CBA charges, manual workarounds, and many frustrated stakeholders. What this agency needed was a centralized, integrated travel and expense management service that allowed stakeholders to measure, analyze and showcase travel data wrapped up in a painless user experience for those stakeholders. It's no surprise why the agency chose ConcurGov as the service they could trust.

The flexibility of the ConcurGov solution to make changes to travel vouchers and authorizations has eliminated costly manual workarounds, and delays in processing payments.

Data Management and Services with SAP Concur

Leveraging its unique and powerful combination of law enforcement authorities and access to information, the agency holds a pivotal role in safeguarding American citizens. As a law enforcement agency, this travel often includes lengthy international travel, accompanied trips of minors, layover restrictions, as well as last minute and mid-trip changes – just to name a few. In the presence of these challenges, the agency maintains a need to protect its travelers and their data. Safeguarding traveler data, often through retaining profile anonymity across platforms, requires an adherence to high security standards and a commitment to the agency's unique needs. **Having a travel system that is flexible and scalable** enough to meet these challenges, as well as report on them accurately, is critical to executing on the mission of the agency.

Using the Business Intelligence reporting tool within the ConcurGov solution, the agency has found the answer to its previously cumbersome manual process and is able to easily access standard and customized reports. Making the business of reporting data and intelligence to critical government stakeholders seamless and intuitive. The flexibility of the ConcurGov solution to make changes to travel vouchers and authorizations has eliminated costly manual workarounds, and delays in processing payments.

Finding innovative solutions to the customer's specialized needs around off-setting obligations to automate the voucher amendment process, advanced audit controls, and error processing rules has given the agency the level of transparency and visibility into travel and spend management they needed. Because the agency serves multiple agencies, it is dedicated to an excellent communications network to break down information silos that

can sometimes hinder a travel management organization of this size. The agency manages this task through a board that provides policy guidelines, communications and tips to all of the agencies serviced under the program. In addition to the board, the agency manages several administrative groups including a Tier 2 help desk, Federal Agency Travel Administrators (FATAs), and dedicated reporting work groups to help with policy understanding, product updates and best practices. Under ConcurGov, the agency contracts services for a dedicated, full-time SAP Concur Configuration Administrator and seven System Administrators to assist travelers and provide consistent and quality service to the agencies they serve.

KEY BENEFITS:

The agency has standardized travel and spend management processes across participating agencies, streamlining accounting operations and generating time and cost savings. They also have successfully created transparent and compliant reporting, recognized measurable savings, and delivered exceptional end-user services like never before.

Implementing the ConcurGov solution has allowed the customer to form consistent and compliant travel and spend management practices for themselves, and the agencies they serve. Through a strong partnership, SAP Concur and the agency successfully work together to better meet the challenges of safeguarding American citizens.

GREATER VISIBILITY

With ConcurGov, the agency has achieved visibility into travel spend and reporting necessary to respond to FOIA and Congressional inquiries faster and with greater accuracy.

ELIMINATED MANUAL PROCESSES

The agency has eliminated many of the manual workarounds that were required to meet accounting challenges and expects to see even greater results as online adoption rates continue to grow.

SAVED TAXPAYER DOLLARS

With ConcurGov the agency has seen increased utilization of discounted government fares and reduced the number of full price trips making them less than a quarter of the agency's bookings.

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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**.

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