SAP Concur C.

SAP Concur Case Study | EXTERNAL

Concur Travel | Concur Expense | Concur Invoice

EDSI: Reducing Travel and Expense Processing Time by 75%

THE BEST RUN **SAP**

Quick Facts

Company

EDSI

SAP® Solutions

- Concur® Expense
- Concur Travel
- Concur Invoice

Industry

Professional services – workforce development, talent solutions, and consulting

Employees

650 worldwide

Location

Dearborn, Michigan

Why SAP

EDSI needed to reduce time spent on expense reports, provide better education on travel policies, and gain better visibility into travel spending.

ABOUT EDSI

EDSI is a workforce development and talent solutions consulting company with a passion for training and connecting people and companies. It provides better employment opportunities for its customers, helping them feel better about themselves and their future.

Saving Time and Resources

Ask anyone at EDSI, and they'll tell you they're a **people-first company**. As a work-force development agency, EDSI takes pride in helping people find themselves and achieve their career goals. The company works with people who are struggling economically and connects them with opportunities to improve their situation.

With more than 40 offices across the country, EDSI needs to be able to serve a lot of people in different locations. Not only was tracking all the travel expenses with an antiquated spreadsheet system draining resources, but also a lot of important information was falling through the cracks. Without a travel and expense (T&E) system to fit the company's needs, EDSI was unable to dedicate time and resources to the people it serves. It committed to reducing the cost of expense report processing, shortening reimbursement approval and delivery time, and **leveraging travel spend data**.

"EDSI is a high-performing culture, and we live by our core values of '**show up, smile, and support**.' Utilizing SAP Concur solutions has really helped us drive those values, live that mission, be more effective, and be more efficient."

Roe Falcone, Regional Director/Operations, EDSI

GAINING SIGNIFICANT T&E IMPROVEMENTS

EDSI employees are constantly on the road. As a result, employees were spending many hours tediously logging expense reports in spreadsheets. Some people were confused about the company's travel policies, resulting in less than optimal compliance. The company also had zero visibility into travel spending, which complicated decisions about resource allocation and budgeting and made it impossible to negotiate preferred vendor discounts and deals.

Implementing the Concur® Travel, Concur Expense, and Concur Invoice solutions solved these problems by consolidating all processes into one intuitive, automated system. It also provided EDSI managers and employees with access to tools and features that provide total visibility and greater control over spend. Traveling employees can now simply submit a receipt by taking a photo of the receipt with their phones and uploading it straight to the cloud. Time required to input expenses and invoices has gone down 75%, and time to process them has been reduced 66%. In addition, compliance with travel and expense policies increased to a rate of 95%. Plus, EDSI gained visibility into travel spending, so managers could make important decisions about resource allocation and budgeting.

Now with company-wide adoption of the system, EDSI can focus more of its resources on what matters to the business most: the people it serves.

60%–70%
Less time processing expense reports

75%
Reduction in hours to generate expense reports

50%
Reduction in reconciliation time for expense reports

95%
Compliance to T&E policies, up from ~80%

100%
Visibility into travel expenses, up from 0%

4x
Faster expense reimbursement time

About SAP® Concur Solutions

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 www.concur.com.

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