



SAP Concur 

SAP Concur Liz Claiborne Case Study | EXTERNAL

Concur® Travel | Concur® Expense

## Liz Claiborne Tailors a Travel and Expense Solution with SAP Concur

# Quick Facts

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**Company Name**

Liz Claiborne, Inc.

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**Solutions**

- Concur® Travel
- Concur® Expense

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**Industry**

Retail

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**Company Size**

14,000 employees

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**Location**

New York City, NY

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**Why SAP Concur?**

- Travelers have visibility into expense report status.
- Mobility factor-ability to approve expense reports anytime, anywhere.
- Increased efficiency in expense report process.
- Sales reps can capture the best airfare deals and other savings with fast, electronic pre-trip approvals.
- Automated global expense reporting ensures compliance with international regulation and VAT recovery.

**ABOUT LIZ CLAIBORNE, INC.**

Since 1976 Liz Claiborne, Inc. has been providing men and women with apparel, accessories and fragrance products. The company offers consumers quality brands for every lifestyle with wholesale and retail locations across the globe.

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## **PRIOR TO SAP CONCUR**

Being buried in a stack of unnecessary manual expense reports was enough to convince the leadership at Liz Claiborne to evaluate their travel booking and expense reporting process. Their expense reporting method was paper-based, creating a constant flow of documents both for business travelers and those processing reports. One of the main components driving this mass of paper was the company's weekly, calendar-based expense reporting time-frame.

“It went by week, so if somebody traveled three weeks in a row, there would be three expense reports for just one trip,” said Rafael Rosario, Liz Claiborne's global travel services manager. Not only did this labor-intensive process neglect to meet the needs of travelers, it also put Liz Claiborne at risk for leakage. Employees were failing to comply with corporate travel policies, but without a standardized expense system in place, no auditing or policy control was in effect for Liz Claiborne travelers. As a result, items such as airport lounge memberships were being expensed, costing the organization unwarranted amounts of money.

With more than 30 brands spanning three continents, Liz Claiborne was in search of a travel and expense management solution that was more universal and efficient than its paper-based process. The company was also in need of a solution that would incorporate corporate policies to enforce employee expense compliance. One instance of service was crucial for Liz Claiborne in order to serve its employees' diverse language and business needs around the world.

## **CHOOSING SAP CONCUR**

With hopes of increasing compliance with its corporate travel policy along with a more efficient and effective expense reporting process, Liz Claiborne's vision closely matched that of SAP® Concur®, a connected travel booking and expense reporting solution. Liz Claiborne looked to SAP Concur to streamline the entire travel and expense reporting process for the company. Using the on-demand travel booking and expense management solution from SAP Concur, travelers within Liz Claiborne's global organization can now access the solution any time, anywhere – to both book their travel and submit their expense reports.

“Concur has streamlined the travel booking and expense reporting process for us, increasing productivity with employees. Now, completing the expense reporting process is just a click away.”

Rafael Rosario, Global Travel Services Manager, Liz Claiborne

## KEY BENEFITS OF SAP CONCUR

Since implementing Concur® Travel and Concur® Expense, productivity has increased for travelers as expense reports can now be filed on a per-trip basis rather than a per-week basis. As a result, leadership at Liz Claiborne saw a significant decline in the amount of paperwork being shuffled between departments.

Employee compliance with corporate card policies increased to 90 percent since implementing the solution. Now, Liz Claiborne is able to prevent out-of-policy transactions from taking place before they occur as a result of the consistent corporate policy enforcement with SAP Concur. In addition, SAP Concur enables the company to reimburse out-of-pocket expenses within 48 to 72 hours, rather than the nearly two weeks it took for reimbursement when Liz Claiborne used a manual travel and expense process.

“It gives visibility to the traveler,” Rosario said. “There is functionality in Concur called ‘one click’ that allows you to pre-populate all the information from the travel into the expense tool automatically.” Because one-click functionality is easy to use and makes the end-to-end travel and expense process seamless, it encourages employee adoption of the online travel booking tool, which has gone from 50 percent to 82 percent after implementing SAP Concur. This helps drive policy compliance and it is this functionality, according to Rosario, that played a role in Liz Claiborne’s decision to implement SAP Concur.



With Liz Claiborne's overall increase of compliance, productivity and control, it's clear that not only has SAP Concur helped the organization save money, but the intuitive tools have also helped to increase employee satisfaction. The travel booking and expense reporting experience is now a much simpler process that requires less frequent expense reports. The connected solution from SAP Concur has helped Liz Claiborne truly take control of its corporate travel and expense management process.

"Concur has streamlined the travel booking and expense reporting process for us, increasing productivity with employees," Rosario said. "Now, completing the expense reporting process is just a click away. Because of our success with Concur in the U.S., we're rolling out the end-to-end solution in Canada and Asia right now, and are planning to roll out the solution in Europe in the future."

## ABOUT SAP CONCUR

SAP® Concur® solutions simplify expense, travel, and invoice management for greater visibility and control. 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](https://concur.com)

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Rafael Rosario, Global Travel Services Manager, Liz Claiborne

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