

How Does a Global Bank Streamline Its Expense Management?

Expense management; usually not the most interesting, yet a very important aspect of work. Employees often like to have their expenses, such as a business lunch or travel costs, reimbursed as soon as possible. Financial provider Rabobank thought it time to simplify and improve the expense management process.

800 European employees now easily manage their expenses via a mobile app. Likewise, the checking and approving process by managers is done with just a few mouse clicks. Within a few days, the advanced funds can be transferred back into the accounts of employees.



“Thanks to Concur Expense, we are able to limit our employees’ administrative workload, which allows them to **focus on the more challenging and rewarding aspects of their work**”

Juliette Kuners of Koenders-Bruins Slot, Business Analyst Financial Accounting, Corporate Rabobank U.A.

Concur Expense makes Rabobank’s expense management – from filing an expense claim to approval – easier. 800 European employees are now able to quickly claim their expenses; they simply log a hotel receipt, assign expenses, and then they are finished. Auditing and approval is done just as easily. Within a few days, expenses can be reimbursed and paid into the employee’s bank account.



8.7 million
customers worldwide



382
branches abroad



800
European employees file claims with Concur Expense





Rabobank

Expense Management in No Time with Concur® Expense



Company Name

Corporate Rabobank U.A.
Utrecht, The Netherlands
www.rabobank.com

Industry

Banking

Products and Services

Financial services in the field of retail banking, wholesale banking, private banking, lease and estate

Employees

44,698 fte

Revenue

€1.5 billion

SAP® Solution

Concur® Expense

Rabobank turned to Concur® for a user-friendly and comprehensive expense management solution. At present, over 800 European employees quickly and simply submit their employee expenses with a device they always carry around with them: their smartphone.

Before: Challenges and Opportunities

- Implement one expense management solution for all European headquarters
- Adopt a standardized solution that fulfills different regional requirements

Why SAP

- The solution can be seamlessly integrated into the SAP® ERP system, which is in use in all European branches of Rabobank. This allows for simple processing of the expense claims by the financial department
- The user-friendly interface of Concur Expense
- Concur Expense has an integrated analysis function through which Rabobank gains valuable insights from submitted data
- The cloud solution can be easily implemented and adapted to varying regional requirements
- Concur Expense offers plenty of opportunities for expansion and adding extra features

After: Value-Driven Results

- A simple expense management system via a mobile app
- The process from claiming employee expenses to approval only lasts a few days
- Insights from the analysis function allows the sales department to negotiate better terms with frequently booked hotel chains or airlines
- Every European branch uses the same solution

“At first I was skeptical about implementing within the set standard, but I have to admit I was wrong. The expense forms offer plenty of possibilities and all regional differences are covered.”

Juliette Kuners of Koenders-Bruins Slot, Business Analyst Financial Accounting, Coöperatieve Rabobank U.A.

SAP Concur

> 800

users in Europe so far

> 3,600

submitted claims within the first 9 months

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