



SAP Concur 

SAP Concur Case Study | PUBLIC

SAP Concur Expense | Concur Mobile | Expenselt | Service Administration | User Support Desk | SAP Integration

Longchamp harmonises its international expense report management with **SAP Concur**

Quick Facts

Company Name

Longchamp

Solutions

- Concur Expense
- Concur Mobile
- Expenselt
- Service Administration
- User Support Desk
- SAP Integrations

Industry

Luxury

Company size

2,500 employees worldwide

Number of users

1,500 users

Location

80 countries

Why did Longchamp choose SAP Concur solutions?

- Harmonisation of expense report management processes internationally
- Acceleration of financial and analytical accounting worldwide
- Reducing financial risk through auditing
- The simplicity of the interface, mobile and multilingual
- Digitising processes to reduce paper
- Short deployment time

ABOUT LONGCHAMP

Longchamp is a French company created in 1948 by Jean Cassegrain. Known for its leather and canvas handbags, travel items, fashion and ready-to-wear accessories, the brand is now distributed in 1,500 points of sale worldwide, including 300 boutiques in own. Longchamp is a family group still owned and managed by the Cassegrain family, not listed on the stock exchange and 100% independent.

LONGCHAMP
P A R I S

The Challenge: Transform and automate spend management

At Longchamp, the management of expense reports has always been done differently from one country to another. In France, the Finance teams and employees used a dedicated solution, while the other subsidiaries managed expense reports in Excel. To harmonise validation processes and workflows, the Longchamp teams sought a new solution intended for all the group's subsidiaries. Their main needs were: to replace the aging solution used in France with a simple, responsive, and mobile interface; save time processing expense reports, harmonise the accounting and analytical allocation of expenses for subsidiaries, and increase the ability to audit expenses.

Rapid remote deployment

Longchamp chose Concur Expense and Concur Mobile. "We wanted to find a more flexible and scalable solution, available on the Web and mobile, multilingual, paperless, and capable of being deployed internationally, describes Thibault Constantin, Head of SAP Competence Center at Longchamp. Already working with an SAP ERP, opting for SAP Concur made it easier to manage interfaces." Despite the slowdown of the project due to the Covid-19 crisis, the deployment went well remotely.

"Initial fears internally about the length of deployment quickly dissipated," recalls Thibault Constantin. "From the outset, we were able to implement the solution in three different countries and on mobile at the same time. As for the deployment cycles, they are very fast. In the end, the most difficult thing to do is recover the workflow data. And overall, the teams are

satisfied." After Germany, the United States, Canada, France and Austria, Longchamp is in the process of deploying the solution in 2021 in Great Britain, Switzerland, Ireland, Benelux, then Hong Kong and Macau. Another strong point for IS teams: the SaaS mode of the solution, which facilitates automatic updates of legal constraints in particular.

Expectations on functional benefits

The acquisition of an expense report management solution had to meet mainly functional objectives. "We had no expectations in terms of ROI. Above all, we needed an easy-to-use, flexible and scalable solution that would make life easier for business functions. Paperless is a real plus, because it saves sending and receiving paper documents. And from a technical point of view, our objective to achieve was to have interfaces that run 100% easily," says Thibault Constantin.

Simplified, automated and integrated expense reporting

Before deployment, the project teams called on around fifteen beta testers, including the CEO, who also approved the solution.

For the finance teams, Concur Expense has improved accounting and analytical processing, the definition of validators and the automation of the validation workflow, as well as the dematerialisation of supporting documents. Adopting a tool internationally has also helped to harmonise expense report processes, speed up financial and analytical accounting, adopt a common expense policy, improve auditing and also benefit from maintenance across all of the group's subsidiaries.



ABOUT SAP CONCUR

SAP® Concur® is the world's leading brand for integrated travel, expense, and invoice management solutions, driven by a relentless pursuit to simplify and automate these everyday processes. The highly-rated SAP Concur mobile app guides employees through business trips, charges are directly populated into expense reports, and invoice approvals are automated.

By integrating near real-time data and using AI to analyse transactions, businesses can see what they're spending, improve compliance, and avoid possible blind spots in the budget. SAP Concur solutions help eliminate yesterday's tedious tasks, make today's work easier, and support businesses to run at their best. Learn more at concur.com.au or the [SAP Concur blog](#).

ABOUT SAP

As the Experience Company powered by the Intelligent Enterprise, SAP is the market leader in enterprise application software, helping companies of all sizes and in all industries run at their best: 77% of the world's transaction revenue touches an SAP system. Our machine learning, Internet of Things (IoT), and advanced analytics technologies help turn customers' businesses into intelligent enterprises. SAP helps give people and organisations deep business insight and fosters collaboration that helps them stay ahead of their competition. We simplify technology for companies so they can consume our software the way they want – without disruption. Our end-to-end suite of applications and services enables more than 437,000 business and public customers to operate profitably, adapt continuously, and make a difference. With a global network of customers, partners, employees, and thought leaders, SAP helps the world run better and improve people's lives. For more information, visit www.sap.com

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