



SAP Concur 

SAP Concur Case Study | PUBLIC Concur® Travel

IDP Education streamlines efficiencies and utilises business intelligence insights using SAP Concur and SAP Ariba

Quick Facts

Company name:

IDP Education

Solutions:

Concur® Invoice, SAP® Ariba®, Concur® Expense and Concur® Travel

Industry:

Education

Company size:

500+ employees in Australia (6,000+ globally)

Location:

Melbourne, Australia

Why SAP Concur:

- Automates expense management processes for faster expense reporting
- Reduces risk of data error
- Increases accessibility and visibility of spend
- Frees up time to be spent on other tasks

ABOUT IDP

IDP is a leader in global education services. As an Australian listed company, they have operations in more than 50 countries.

The organisation specialises in combining human expertise with their leading digital platform to help people get accepted into their ideal course, take an English language test or learn English in their schools.

IDP's data insights are relied upon by organisations around the world to help ensure policies are informed by the diverse needs, challenges and motivations of students.



An innovative solution to improving expense and invoice management efficiencies

IDP's vision of building a global platform and connected community means digital innovation and technology are a critical part of our growth strategy. However, their sharp focus on digitalisation did not extend to IDP's purchase-to-pay processes, which were being manually performed for expenses in many countries, or had different systems in large countries for handling supplier invoices and payments.

Ben Koh, global procurement lead, IDP, said, "IDP is an organisation of many moving parts. The inconsistencies in expense submissions were significant and, to compound this, IDP was operating across numerous platforms, making it hard to track travel requests. Ultimately, this was counterproductive, and the team's ability to drill down on data was limited. Concur Expense provided the business a more streamlined and automated system."

SAP Concur solutions provided IDP with a solution to automate its expenses, however, the business still needed to address the challenges around supplier invoices.

Ben Koh said, "IDP's network of offices spans across the Asia-Pacific region and it was becoming clear that each country had its own methodology for interpreting the chart of accounts. What was considered marketing in one country was considered advertising in another. This created significant challenges when negotiating with vendors and critical suppliers without consensus around this process.

"SAP Ariba has been a game-changer for IDP and, as one of SAP's first customers to integrate SAP Ariba and SAP Concur, the business now has a single source of truth just through the data. If the team creates a purchase order in SAP Ariba, Concur Capture transfers critical data like number line items automatically to create invoices or goods receipts. This means IDP is now operating on a sophisticated and agile platform across the entire organisation."

Investing in a cloud-based system has provided the IDP team flexibility, not only in how documents and information are accessed but mobility as well.

Ben Koh said, “IDP wanted to remove the inconvenience of having to search SharePoint, a team member’s share folder or another spreadsheet to find the data. This meant a cloud solution, and mobility were non-negotiable. The management team needed to access files and information from anywhere and at any time. A simple click-and-go solution using Concur Mobile has addressed this need.”

IDP partnered with Accelerate Consulting Group to implement SAP Concur and SAP Ariba in three phases over a nine-month period. Operating in a COVID-19 environment brought challenges. The initial plan was to deploy the solution face-to-face and this was achieved with the first two phases; however, IDP had to pivot to deliver the final phase online.

Ben Koh said, “The team had six months of stabilisation and three months for familiarisation after going live. 12 months later, it was purely innovation and human learning that saw users evolving quickly the more they worked with the application. Users often don’t provide feedback when a new system is going well. However, the feedback the team received was incredibly positive and the data certainly captured how well it was accepted within the organisation, with increased productivity and efficiencies in how the team worked across the board.”

Truth is in the data

Ben Koh said, “The team never expected that they could do so much with the data. They can now use business intelligence within SAP Concur to gain insights into trends, spend movement, processing speed, and overall efficiencies. The team finally has an audit trail that informs them of the invoice lifecycle. They automatically know when an invoice is submitted to a manager, the approval process and accounting review time and timing of the payment cycle. These four steps have been built into the team’s KPIs because it’s a given that the business needs to process invoices quickly and make timely payments.

“With processes fully automated, efficiencies have increased and the team spends less time on those manual activities. This has been a key takeaway from this SAP deployment for IDP.”

The future of SAP and IDP

Ben Koh said, “IDP has always loyally supported SAP solutions. Having fully leveraged SAP Concur, the team will now focus on SAP Ariba. The aim is to further streamline processes in procurement. There is significant opportunity in this space with numerous add-ons that the team hasn’t deployed yet. These will strengthen the way IDP does business and meet the business’s goal of always being innovative, utilising data insights, and providing the best customer and partner experience.”

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 analyze transactions, businesses can see what they're spending, ensure 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 News Centre](#).

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 organizations 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.

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