



SAP Concur

Customer Success Story | Consumer Products | Lindt & Sprüngli | PUBLIC

Concur Expense

Complex System Structure – Simple Solution

Lindt & Sprüngli implemented SAP Concur solutions to simplify and automate large sections of business trip accounting, despite having a complex structure for expenses with lots of specific features.

Quick Facts



Company:
Chocoladefabriken
Lindt & Sprüngli GmbH

Industry:
Consumer products

Employees:
14,621 globally,
2,759 in Germany

Revenue
4,509 billion CHF globally (2019)
€744 million in Germany (2018)

Website
www.lindt.co.uk

Initial situation:

Lindt & Sprüngli wanted to improve their travel expense processes and do away with paper-based processes, filling things out by hand and complicated reconciliation rounds.



Objectives

- Digitise and automate processes
- Do away with the archiving of paper receipts
- Reimburse expenses quicker



System integration

Implementation partner Nagarro ES built an additional interface to HR for Lindt & Sprüngli.

Simple

Employees take-photos of receipts and submit them faster.

Clear

Paper archive was able to be done away with.

Transparent

All parties always know exactly which processing level the request for the reimbursement of travel expenses is currently at.

Fast

Travel expense-reimbursements are paid out sooner.



Results

Most employees now enter their receipts straight away and submit the settlements immediately. The high level of automation means that the finance department needs to make fewer corrections and ask fewer follow-up questions.

SAP Concur

Solution implemented:
Concur® Expense

"What is very good about SAP Concur is that the product can be modified to suit individual needs. We were the first customer to integrate a direct interface to HR. And we also have a relatively complex expense structure, which required additional configuration effort. **There wasn't a ready-made solution able to meet our specialised requirements.**"

Ute Wagner

Head of Financials,
Chocoladefabriken Lindt & Sprüngli GmbH

Exceeding the standard

Lindt & Sprüngli spoil their customers with some of the best chocolate in the world. But they also want to look after their employees. Which is why they not only receive free packages of chocolate; they also have access to health courses, an excellent canteen, financial benefits, flexible working time and much more. One distinctive feature is that Lindt & Sprüngli pays its employees expenses for business trips in excess of the tax-exempt amounts. But this gesture makes settlements more complex due to the separate reporting of the tax-exempt portions and the portions liable for tax. HR ensures that the expenses liable for tax flow directly into the next payroll run correctly.

For the employees on a business trip to receive their full expenses quickly and correctly, Lindt & Sprüngli decided against implementing SAP Concur Expense in the standard system and opted to create a direct interface to HR instead. The company received support with the configuration from the implementation specialists at SAP partner Nagarro ES. With their help, the project was completed in eighteen months.



No Paper and Full Transparency

Lindt & Sprüngli's former travel expense process involved filling out a paper form, adding the receipts, putting everything in an envelope and sending it to a manager for approval. Then the documents circulated around the finance department before the expenses were finally able to be paid out.

It wasn't possible to determine the current processing step without making inquiries. All the paper receipts ended up in a huge archive. With around 2,600 settlements a year, this process was time-consuming.

It's very different these days: "Colleagues click to send a request, managers receive them for approval immediately," explains Nicole Frantzen, an employee in the finance department. "The finance department does the final review at the end." Now it takes just a few clicks for the request to be fully processed. And there is no longer a paper archive. "It's amazing. No more endless paperwork and everyone knows the current processing step of the settlement. It also motivates employees to deal with their settlement quickly," says Nicole Frantzen.



APPROX. 2,600
settlements per year
(before COVID-19)



PROCESSING TIME:
a few days

"The work required has also been reduced in the HR area: SAP Concur uses the absences to automatically calculate the expenses to be reimbursed, which flow into payroll directly and are processed. **We are able to process settlements much more quickly than before.**"

Nicole Frantzen

Employee in the finance department,
Chocoladefabriken Lindt & Sprüngli GmbH



Reactions

The project team created extensive documentation for every single step employees need to take in the system for their business trip accounting. Most employees got to grips with it very quickly.

SAP Concur supports users with assigning their settlement documents to the right category: Taxi ride? Parking ticket? Receipts for entertaining customers or employees? This categorisation enables the receipts to be assigned to an account and posted in SAP Concur directly – another important step towards automation.



Lessons Learned and Outlook

The complex expenses structure at Lindt & Sprüngli required an additional interface to HR. "That took time and resources," said Ralf Goebbels, head of IT. "So, where possible you should stick to the standard system – even though our partner Nagarro ES provided us with the resources required for the project and with amazing support. However, it's fantastic that SAP Concur is open enough for us to be able to implement our special requests in the solution perfectly."

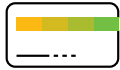
The roll-out has been successful in Germany, the next step is to implement Concur Expense in the Spanish affiliate company, which sees it follow France, Great Britain, the US and Germany.

We have been an SAP customer since 1984 and there aren't any serious alternatives, so we didn't even consider using a solution from another provider. Never change a running system."

Ralf Goebbels

Head of IT, Chocoladefabriken Lindt & Sprüngli GmbH

The SAP Concur solution chosen by Lindt & Sprüngli



Concur Expense

Recording, analysing and reporting travel expenses: all done using Expense.
More information available at concur.co.uk/expense-management.

IMPLEMENTATION PARTNER

Nagarro ES is a leading German IT full-service provider for critical business applications and complex ERP landscapes in the digital transformation. With more than 750 employees, Nagarro ES is one of the most powerful, innovative SAP partners for German mid-size companies and major international clients.



LINDT & SPRÜNGLI

The Lindt success story began as the result of an oversight: in his small confectioner's shop, Rodolphe Lindt forgot to turn off his conche, which mixed the ingredients for chocolate. So, instead of being left to stir for a brief period, the machine was left for the whole weekend. The result was melt-in-the-mouth chocolate – the start of a chocolate revolution.

Lindt is still well-known for its excellent chocolate and innovation. The confectioner's shop also grew into a corporation enjoying global success, with around 15,000 employees and an annual revenue of 4,509 billion CHF.



About Concur (Germany) GmbH

SAP® Concur® solutions are global leaders when it comes to posting and settling business trips. They focus on the systematic simplification and automation of everyday processes. The popular SAP Concur mobile app accompanies employees on their business trips, and expenses are transferred to business trip accounting directly. The integration of data in almost real-time and the use of artificial intelligence to

check all transactions allows businesses to see what they are spending, ensure compliance and avoid missing items in the budget. Thanks to SAP Concur solutions, tedious steps are a thing of the past and important tasks have been simplified. The SAP Concur solutions help businesses to continually maximise their potential. For more information, see concur.co.uk or the SAP Concur [blog](#).

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