SAP Concur C·

SAP Concur Case Study | EXTERNAL
Concur Travel | Concur Expense | Intelligence

Unisys: **Beyond Automation**
The Creativity Behind Transforming Travel and Expense

THE BEST RUN SAP

Quick Facts

Company

Unisys Corporation
www.unisys.com

SAP® Solutions

- Concur® Travel solution
- Concur Expense solution
- Intelligence Web service

Industry

High tech

Employees

> 20,000

Location

Blue Bell, Pennsylvania

Why SAP

Flexibility, insight, and continuous improvement

ABOUT UNISYS

Unisys is a global information technology company that builds high-performance, security-centric solutions for the most demanding businesses and governments on earth. The company builds better outcomes – securely – for its clients and its clients' customers. The Unisys vision of enhancing people's lives through secure, reliable, advanced technology is supported by software and domain expertise across key industry products, offerings, and services that include an underlying secure foundation that is built into everything they do.

UNISYS | Securing Your Tomorrow®

Customizing for Cost Savings and Customer Service

A global technology services and solutions provider since 1873, Unisys originally sought out SAP® Concur® solutions to implement a single travel booking tool. With employees located in major markets around the world, an **automated global travel booking solution** was essential.

The new program reduced travel booking fees by more than 40% and resulted in an employee adoption rate exceeding 90%. Even so, the global travel team eagerly looked for **areas of opportunity to creatively implement** SAP Concur solutions to solve problems in a more insightful, proactive way.

"Since the release of Concur Expense in 2009, we have not turned back. The **innovation and functional advancements** [of SAP Concur solutions] fuel our creativity within our travel and expense processes."

Angela Arntz, Senior Global Travel Leader, Unisys

The goal of the new booking program is to increase visibility into users' spend behavior and identify areas of concern before they become a problem. The global travel team at Unisys implemented automatic flags using the "bursting" capabilities of the Cognos reporting tool in Intelligence, a Web service that is available as an add-on to Concur Expense and Concur Invoice. The alerts notify the team of high cash spending, abnormalities, and potential fraud, as well as enable monitoring and identifying of trends.

The reports from the data collected by the SAP Concur solutions provide more insight than the ones received from the corporate card administrator. The solutions provide significant insight into Unisys's travel, expense, and card program on a global basis. The level of visibility into data has resulted in a stronger relationship and understanding with end users, along with a true sense of partnership with leadership.

"Audit rules help shape the behavior of associates' spending, and that has saved Unisys a lot of money," says Bruce Sinnamon, global travel analyst at Unisys. "[The solutions help with] reporting too. Because we have a large volume, we can't look at everything, so we rely on the data to burst the communications."

As the company expanded and restructured, the global travel team took advantage of the test database within SAP Concur solutions to experiment with creative ways to make the travel and expense process more efficient and user-friendly. To help free up time for their expense-approval counterparts, the team implemented a unique algorithm that auto-approves expense reports when certain conditions are met and when back-office review is not required. As a result, 46.97% of expense reports submitted are auto-approved.

"Concur Expense is clearly built with customization in mind, which to us means power – the power to manage our data the way we need to," says Monte Faul, global travel analyst at Unisys.

By harnessing the powerful automation and reporting capabilities of SAP Concur solutions and pairing them with their own ingenuity and desire to better serve their customers, the global travel team at Unisys saves the company time and money. In addition, the team has the wildly popular Global Travel Community group with more than 3,500 members – the largest such group in the company. The community group fosters open communication that helps streamline processes and share valuable data so employees stay informed and can make critical business decisions.

"Our Global Travel team at Unisys has been able to express our **true creativity and diversity** as a strong foundational team. This is demonstrated in how we mold our SAP Concur solutions to meet our business requirements."

Angela Arntz, Senior Global Travel Leader, Unisys

ABOUT SAP CONCUR SOLUTIONS

SAP Concur solutions take companies of all sizes and stages beyond automation to a completely connected spend management solution encompassing travel, expense, invoice, compliance, and risk. 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**.

"We strive to stay **informed and aware** of the changing travel industry and culture. If you do not, you will certainly miss infinite creative possibilities."

Angela Arntz, Senior Global Travel Leader, Unisys

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