



Del Mar College Increases Efficiency, Accountability and Visibility into Spend with Concur

About Del Mar College

Since its founding in 1935, Del Mar College has empowered students to “achieve their dreams.” Based in Corpus Christi, Texas, this nationally recognized community college serves more than 22,000 credit and noncredit students from two campuses and two centers each year.

Its small, intimate class sizes and experienced faculty cater to a diverse student body, half of which are over the age of 25. Del Mar also ranks among the top 2 percent of community colleges in the country for granting associate degrees to Hispanic students. In short, it’s a place that gives everyone the opportunity to advance their careers and pursue their goals through education – even if they can’t attend college full time.

“Concur simplifies things for our processing staff and for our travelers, too. It’s great for everyone.”

- Jessica Alaniz, Travel Administrator, Assistant to the Chief Financial Officer and Vice President of Operations, Del Mar College

Paper, Paper Everywhere

Although Del Mar gave its students the latest technology and tools, until 2014, its own internal travel and expense processes were definitely “old school.”

“Everything was paper-based, from travel requests to reimbursement requests,” explained Jessica Alaniz, travel administrator and assistant to the CFO and vice president of operations for Del Mar College.

If staff members needed to attend a conference or take students on a trip, they’d document what they wanted to do, attach conference brochures, itinerary, airfare and hotel information, then send all of this in for approval.

“In many cases, the staff and faculty had already booked the tickets or used their personal credit cards to pay conference fees, so this process worked more like a notification than a travel request,” Alaniz said. “The supervisor checked to see if there were enough funds in the budget to cover the expenses, signed the request and sent this off to the business office.”

After the trip, the traveler filled out a form, attached paper receipts, and routed this through approvals to the business office for reimbursement.



Organization Name

Del Mar College

Solutions

Concur® Travel
Concur® Expense
Concur® Request
User Support Desk
Service Administration
Intelligence
TripLink

Industry

Higher Education

Number of Employees

1,200 employees

Location

Corpus Christi, Texas

Why Concur?

- Reduces expense processing time from hours to minutes
- Intuitive and easy to use
- Built-in controls and policy enforcement
- Makes travelers accountable for correctly completing paperwork
- Provides complete visibility into travel and expense spend
- Mobile app enables report filing from anywhere
- Reliable, attentive implementation and support teams

“If something was missing or incorrectly entered on the travel request or expense report, it didn’t get sent back to the traveler. Someone in the business office had to track that person down, get the missing information and correct the form,” Alaniz said. “That took a lot of the processor’s time, and didn’t really hold the traveler accountable for doing things the right way.”

College leaders knew they had to make a change.

“We needed a more efficient system with internal controls that supported our policies and procedures—and something that made the traveler accountable for the submissions, not the business office,” Alaniz said.

Concur Makes the Grade

Del Mar’s CIO began researching the market and polling other college and industry executives for their software recommendations.

“The name that kept coming up again and again was Concur. So, we scheduled a demo to see what the solution was all about,” Alaniz said.

Although the team looked at other options, when they saw the Concur demo, they knew they’d found their match.

“I got a big, happy feeling when I saw how easy Concur was to use. It would not only simplify things for our processing staff, but for our travelers, too,” Alaniz said. “We could put controls in place and hold our travelers accountable for submitting the right information. Our travelers could use their mobile phones to take pictures of their receipts and submit reports electronically. Concur was great for everyone.”

The next step? Making the change.

A Textbook Implementation Process

Instead of putting together a large implementation team, Del Mar chose a simpler approach.

“Our internal implementation team consisted of a software developer and me. We wanted to keep it small, so we could create a system that was similar to our existing processes without changing too much before

implementation.” Alaniz said. “The Concur team was great. They listened to how we worked on a day-to-day basis, so they could adapt the product to our needs. We could also ask them about best practices; have them look at our proposed workflow and show us ways to make it better.”

The system-wide implementation was followed by a comprehensive user rollout and training program. Within a matter of months, the college did away with paper travel processes, for faculty and staff, entirely.

More Efficiency, Accountability and Visibility

The college has already seen big results.

“Our travelers no longer have to deal with receipts and paper, or wait until they get back to fill out reports. If they fill out something incorrectly, leave something out or aren’t following policy, the system lets them know,” Alaniz said. “We’ve gotten a lot of great comments on how much time they’re saving and how much they like the mobile app.”

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Instead of processing travel and expense in the business office, that function now resides in the CFO’s office, with Alaniz functioning as the travel administrator, along with her other responsibilities.

“Now, processing typically takes a few minutes in the morning. If something’s missing, I send it back to the

traveler,” Alaniz said. “When everything was paper-based, processors had to physically match the paper receipts to the entries on the expense report, which could take all day. I never spend more than an hour, at the very most.”

In addition to streamlining processing, Concur puts comprehensive information around travel and expense spend at the CFO’s fingertips.

“If we wanted to see expense by category before, we had to manually pull the data and compile it into a spreadsheet,” Alaniz said. “Now, we simply pull up whatever report we need. We can look at our expenses by air, rental car or hotel, and get a clear view into what our travel really looks like.”

Ready to Take on the Future

Although Del Mar leaders are pleased with Concur’s results so far, this is only the beginning.

“I just went to my first Fusion, and learned so much about the products we have, and other Concur products we could consider in the future,” Alaniz said. “I attended a webinar on P-cards (purchasing cards) that employees can use to purchase office supplies or other expenses. Although we’re not ready to add more products now, it’s nice to know that we have options when the time comes.”

Now that she’s been through the transition to Concur, Alaniz has only one thing to say to any other college considering a change.

“When we first introduced Concur, people said, ‘It can’t be that simple.’ Then, they saw the software in action,” Alaniz said. “It really is that simple to use. It’s easy for the traveler, easy for the processor and, I have to say, the customer service is top notch, too. It was an all-around great choice for us.”

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