The Washington Nationals Hit a Homerun with Concur T&E Solutions

CONCUR

A beautiful state-of-the art-ballpark. An enthusiastic, high-achieving team. Back office operations that can support great competitive results must also offer speed and accuracy. Concur enabled the Washington Nationals to replace an outdated paper-based T&E process with a fully automated "fast ball" approach.

About

The Washington Nationals Baseball Club has approximately 250 employees at the team's headquarters in Washington DC, and their spring training facility in Viera, Florida. This includes baseball managers, scouts, trainers, team staff, players, and operational departmental front office personnel who generate 1,800 expense reports every year (in and off season). The Club's annual T&E spend, tightly controlled and managed, is over $700,000.

Challenge

The Club's players could send a baseball soaring across the field with lightning speed, but The Club's expense reporting system was sluggish and inefficient. Club finance leaders wanted to reduce the number of hours travelers spent completing expense reports, speed up reimbursement and eliminate any risk of errors and fraud.

> "Now, every employee who travels can file expense reports easily and quickly 24/7. Concur's ease of use has made a tremendous difference."
>
> Kelly Pitchford, Senior Director of Accounting

Solution

With a smart implementation plan, The Club helped ease the transition and boost adoption to the automated system. First, Concur was rolled out with The Club's most frequent travelers, the scouts and baseball personnel, and their front office employees. Next, based on their experience and recommendations, the Club worked closely with Concur to refine the solution for all employees.

Company Name
Washington Nationals Baseball Club

Solutions
Concur® Travel
Concur® Expense
Concur® Audit
Concur® Business Intelligence

Industry
Professional Sports

Number of Employees
250

Location
Washington, DC

Why Concur?
- Elimination of paper-based processes
- Integration of Concur Mobile for 24/7 processing
- Erasing the potential for fraud or errors
- Significant time and cost savings

Since implementation in 2010, The Club has deployed Concur Expense, Concur Travel, Concur Audit (to identify exceptions to appropriate spend and catch errors, such as duplicate charges), and Business Intelligence (reports that aggregate data and enable analysis of T&E spend).

Results

"When we considered the time savings, making the move from Excel spreadsheets to Concur was a no brainer," says Kelly Pitchford, Senior Director of Accounting for the Washington Nationals. "Many of our travelers are never at a desk to fill out a report, so they had to rely on someone else to do it for them. Now, every employee who travels can file expense reports easily and quickly 24/7. Concur's ease of use has made a tremendous difference."

"All that crazy paper is gone. The cost of mailing. Lost receipts. Faxing paperwork. Paper filing and storage. All of our T&E data is immediately accessible online."

Kelly Pitchford, Senior Director of Accounting

Pitchford attributes Concur's success with The Club to the solution's ease of use, visibility into great travel rates, Concur's mobile app and 'round the clock accessibility.

- Significantly reduced the time devoted to expense report submission and processing.
- 100 percent score with Concur Audit, eliminating both fraud and errors in expense reports.
- 25 percent reduction in reimbursement time.
- 100 percent adoption of Concur travel booking, it is mandatory and it ensures booking with the best rates with Club-approved vendors.
- 24/7 ability to submit and approve expense report with Concur Mobile.
- Complete elimination of paper handling and storage.
- Everything is visible and accessible in real-time online.

"Ease of use is essential for travelers and the back office," says Pitchford. "Concur is a great system. I never hear a complaint from our users, and everyone, no matter their level of experience with technology, is comfortable and satisfied with the solution."

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