

A little guidance and support goes a long way

Make the most of your Concur solution with Service Administration.

Your business is truly unique, and at times, it may present unique challenges. But when it comes to meeting them, there's only one of you. At Concur, we understand that it helps to have additional assistance to achieve your objectives and get the most value from your investment.

Concur® Service Administration gives you a designated consultant to assist you with all of your post-deployment needs. Whether you need some guidance around best practices, assistance performing minor system updates, insight into monthly releases or help with acceleration of new feature adoption, Service Administration will be by your side. As a result, you'll get more value from your Concur solution and have more time on your hands.

Service Administration provides a Concur consultant to:

- ✓ Be a consultative guide.
- ✓ Perform select system updates.
- ✓ Provide relevant insight into monthly releases.
- ✓ Help to accelerate feature adoption.



Save time

Say goodbye to time-consuming administrative tasks and get back to focusing on what really matters.



Speak with a pro

Get guidance and support with configuration, deployment issues and questions.



Improve efficiency

Receive tailored recommendations on the optimal ways to configure your Concur solution.

Service Administration: How it works

- ▶ You'll work with a Concur consultant who'll be familiar with your business. Consider this consultant your "go-to." Call on them whenever you need best-practice advice, want to enforce a new compliance rule in your system or need assurance that a change will do what you need and will not have an unintended consequence.
- ▶ We conduct monthly meetings to review new Concur features and enhancements with you. Your Concur consultant will highlight features that are a good fit for you, will enable them and help you to accelerate adoption.
- ▶ We suggest best-in-class configurations to optimize compliance, establish user permissions and define rule settings to help identify policy violations.
- ▶ We assist with basic system configuration and maintenance, such as updating mileage rates or sending email reminders to enforce policies.
- ▶ We assist with identifying usage gaps and formulating strategies to help ensure maximum deployment.

Extend your support with Concur Service Administration Elite

If you require a greater level of support, there's Concur® Service Administration – Elite.

This service provides:

- Annual service and system review.
- Support for multiple client administrators.
- Enable you to optimize the most important features that complement your configuration.
- Training consultation for your internal resources who manage your Concur solution.

About Concur

Concur, a part of SAP, is the leading provider of spend management solutions and services in the world, helping companies of all sizes transform the way they manage spend so they can focus on what matters most. Through Concur's open platform, the entire travel and expense ecosystem of customers, suppliers, and developers can access and extend Concur's T&E cloud. Concur's systems adapt to individual employee preferences and scale to meet the needs of companies from small to large.

[Learn more at concur.com](http://concur.com)