SAP Concur C·

Build a Business Case to Bring SAP Concur Solutions to Your New Organization

A Champion's Guide for Former Users

THE BEST RUN **SAP**

Be the Champion for Your New Organization

As a former user or admin of SAP® Concur® solutions, you know the benefits of automated, easy-to-use spend management technology. And, if you've used SAP Concur solutions in a previous role and now see the possibility of change at your new organization, welcome back!

Building a business case to adopt new technology can be challenging, so we hope the tools in this guide make it easier for you to build consensus and gain buy-in for bringing connected, automated spend management tools to your new organization. Along the way, it's helpful to remember two things:

01 Decisions don't only happen in the corner office.
Your organization's leaders rely on input from key stakeholders before investing in change.

02 Updating travel and expense processes isn't always a top priority for every part of the business.
Oftentimes, stakeholders don't realize the costs of mismanaged employee spend and complex processes, which may impact employee experience and the bottom line.

Understand the Barriers to Change

Whether because of uncertainty or complacency, businesses are often resistant to change and hesitant to adopt new technology. But we'll give you the tools to overcome these objections and champion a connected, automated, and easy-to-use employee spend management solution that provides visibility, flexibility, and a clearer picture of spend. This is your path to more confident decision-making and a simpler, less frustrating employee experience.

86% of executives say the pandemic has forced their organizations to be more open to experimentation and quick shifts in strategy.[1]

Give Your Organization Time

With so many diverse stakeholders and opinions, selecting, adopting, and onboarding a new technology platform takes time. Follow these tips to get buy-in from the key decision-makers in your organization.

Don't get discouraged. People prioritize needs differently and perceive problems as more or less critical due to internal role biases. Because every department has a say, prepurchase scrutiny is becoming more thorough and causing the average buying group to grow larger. The diversity of opinions and priorities among stakeholders can make consensus difficult to obtain, and many purchase processes stall out entirely as a result.

Identify key stakeholders and influencers. The purchasing committee will include people from many roles, so it's important to understand how this buying decision will benefit each key stakeholder. The goal is to help all parties see their shared interests and find common ground. It's also important to look beyond decision-makers and identify key influencers who may share your views as well as blockers who don't.

Involve people early and often. To facilitate a successful project, it's imperative to keep other stakeholders involved at every step. As project lead, you must coordinate groups with different needs, requirements, and goals for new technology while also helping these groups understand how the technology will uniquely benefit them. The earlier you involve these stakeholders, the more likely you are to eliminate roadblocks along the way.

Top Buying Challenges

- Decisions are made by committee with an average of seven people involved in every major purchase.

- It can be difficult for various functions, business units, and stakeholders to agree on the problem and solution.

Find Where Stakeholder Interests Align

	Employee Experience	Controls & Compliance	Spend Governance	Expansion & Optimization
CFO	✓	✓	✓	✓
Travel Managers	✓	✓	✓	✓
Accounts Payable	✓		✓	✓
IT	✓	✓		✓
HR, Risk, Security	✓	✓		✓
Procurement	✓		✓	✓
Business Travelers	✓	✓	✓	

Employee Experience: Stakeholders want to streamline processes and eliminate manual steps, improve productivity, align policies with employee feedback and sentiment, and prioritize employee safety.

Controls & Compliance: Stakeholders want to ensure corporate data security, leverage built-in policy compliance, adhere to regulations, and meet duty-of-care requirements.

Spend Governance: Stakeholders want to increase visibility into employee spend, improve financial reporting, and streamline spend management processes to control costs and generate savings via supplier negotiations.

Expansion & Optimization: Stakeholders want to efficiently respond to emergent market pressures and opportunities, adhere to industry best practices, and consolidate platforms, vendors, and programs.

Connect with the CFO

Today's CFOs recognize that basic automation capabilities are table stakes. In the face of economic uncertainty and lingering impacts from the pandemic, finance executives are looking to advanced automation and artificial intelligence (AI) for increased efficiencies and productivity. These tactics will enable them to further optimize visibility, increase decision-making accuracy, and do away with wasteful and mismanaged spending.

CFOs want to:

- Spend less time managing challenges with the expense process so they can concentrate on the health of the business.

- Get reliable, consistent data on employee spend.

- Provide a holistic solution for the entire process, from travel to reimbursement, for increased efficiency and visibility.

- Give employees simple and intuitive tools to enable policy-compliant spending, reduce mistakes and waste, and enable more strategic work.

- Detect and prevent noncompliant spend.

SAP Concur solutions empower CFOs to:

- Streamline expense, travel, and invoice processes with more time to pay and increased employee productivity.

- Adopt intelligent tools and applications that provide built-in guidance to help employees make smart decisions within policy.

- Optimize visibility and forecasting with consolidated, real-time data and analytics that show spend wherever it occurs.

- Identify spending trends, negotiate with suppliers, and drive cost savings.

- Increase operational agility and innovation and help the organization thrive thanks to new opportunities created by technology.

According to Oxford Economics, a group of AI strategy leaders from finance and IT roles say advanced technologies have helped make them more effective at finance-related tasks, including capturing, processing, and paying vendor invoices **(82% vs. 62% of nonleaders)**; updating spending compliance policies **(74% vs. 62%)**; maintaining financial visibility **(80% vs. 62%)**; and creating long-term strategic plans **(80% vs. 63%)**.[2]

Overcome Challenges and Build Consensus

Guide the conversation and get buy-in from the CFO.

Objection:
We've already automated our travel and expense processes, so why should we change?

Response:
While we have automated parts of our process, we still aren't getting the added benefits of a connected ecosystem that integrates all employee spending no matter the source. Automating solutions point by point can lead to silos of data, which make it difficult to see the true picture of spending for forecasting and budgeting. By implementing a solution that integrates travel bookings, employee expenses, and invoice processes – and offers additional add-ons like event management, mileage tracking, auditing, and more – we can streamline the entire financial process and gain greater visibility into spending and budgets, which can also help improve forecasting. And with our policies built into the platform, employees will be able to more easily follow them, which will save time for the back office and travelers while improving accuracy.

"The pandemic changed the game for CFOs in many ways. Simply put, the CFO is being asked to do more (be more strategic) and do it all at a faster pace. As a result, the demand for a unified view of financial data is essential for the CFO to be agile and flexible, which are key aspects of the new normal."[3]

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Overcome Challenges and Build Consensus (cont.)

Objection:
Adopting AI is too complex and costly, plus we aren't looking to replace people with technology.

Response:
Introducing some level of AI into our systems and processes doesn't have to be complicated. According to the Economist Group, **86%** of executives say their organizations have been forced to become more open to experimentation and quick shifts in strategy as a result of the pandemic.[1] We often see representations in media and pop culture of robots taking over the world and our jobs, but the reality is quite different. AI and machine learning (ML) technology help us conquer the complexity of an increasingly globalized and digitalized world and serve as a complement to humans. A former head of product management said it best: "AI makes humans more human by allowing us to do the things we are really good at." Today, AI and ML are increasingly becoming tools for IT, finance, accounts payable, and security teams, as well as travel managers and all kinds of business decision-makers. Intelligent technologies streamline processes, assist employees, and free people from manual tasks. Plus, organizations of all sizes either already incorporate intelligent technology into their operations or want to.

Resources

Build knowledge and advance the conversation with the CFO.

Get tips to stay on top of spending.
Read the Report

Hear why finance is central to the digital revolution.
Read the Blog Post

Discover the business value of SAP Concur solutions.
Read the IDC Report

Find out how SAP Concur solutions help Smith & Nephew produce top-of-the-line analytics.
Watch the Video

Learn how Jamf enforces travel and expense policies with unbiased consistency.
Read the Case Study

Explore additional resources for financial leaders.
Visit the Website

Talk with Travel Managers

Business travel programs have been thrown into a state of confusion since the onset of the pandemic, and the changing travel landscape has brought on a new set of challenges. Cost avoidance, the new "work from anywhere" environment, and evolving traveler preferences are among the challenges forcing travel managers to rethink their programs for the future while continuing to ensure the safety of travelers and demonstrate meaningful ROI. They are looking for technology that can help reduce these stresses and make life easier for them and their travelers.

Travel managers want to:

- Demonstrate ROI for the travel program.

- Flexibly enforce and update organizational travel policies.

- Easily connect to travel partner ecosystems, including suppliers, travel management companies, and traveler apps.

- Create a travel program that balances cost, control, and user satisfaction.

- Improve traveler satisfaction, user experience, and program adoption.

- Optimize supplier relationships, pricing, and incentives.

- Meet duty-of-care obligations.

- Generate reports that leverage consistent data to facilitate the best financial decisions.

SAP Concur solutions empower travel managers to:

- Get visibility into spend by traveler, project, meeting, region, and supplier.

- Enjoy more negotiating power with preferred vendors.

- Improve traveler safety via access to itinerary data and employee location services.

- Increase traveler satisfaction via user-friendly applications.

- Facilitate broader solution adoption and enable increased policy compliance, cost savings, and data insight.

- Easily access itineraries and e-receipts, regardless of how they are booked or incurred.

55% of travel managers say their roles are equally or more stressful compared to the previous year.[4]

Overcome Challenges and Build Consensus

Guide the conversation and get buy-in from travel managers.

Objection:
I am already under a lot of pressure to show ROI from our travel program, and we can't afford new technology.

Response:
The benefits of an integrated, automated travel and expense solution will allow us to show a quick return on investment. With streamlined processes and direct connections to the supplier network, you'll enjoy greater negotiation power and increased adoption as well as a more complete view of travel program spending. Then, you can quickly gather data insights and make the appropriate adjustments. Plus, the ability to set up pretrip approvals enables increased control over spending to ensure each trip is necessary before travel occurs.

Objection:
Change management is too difficult, and I don't have time or resources to support a new solution.

Response:
According to recent Wakefield research, **96%** of employees are ready to return to travel, but only if it's flexible and easy.[4] Automated booking tools that are connected to the expense process make travelers' lives easier by allowing them to instantly connect a trip to an expense report. Traveler preferences can be saved in their individual profiles, so it's simple (and policy compliant) for them to book to their liking, and mobile applications make it a breeze to change or cancel reservations, contact transportation, and see gate changes. A faster, more efficient user experience increases the likelihood that travelers will use the solution and understand how to make smart decisions, while you get the added benefits of increased adoption and compliant, in-policy spend.

Overcome Challenges and Build Consensus (cont.)

Objection:
Tracking out-of-policy bookings is too difficult.

Response:
While tracking out-of-policy travel spend may seem like an insignificant part of our travel program, it can affect our ability to control costs. Concur Travel and Concur Expense, along with Concur TripLink, will enable us to capture all employee travel no matter where it's booked. This empowers you to:

• See invisible spend from travel and lodging booked outside the program.

• Get a more complete picture of spend with specific suppliers.

• Maximize supplier negotiations.

• Meet duty-of-care obligations to all employees, not just those that book through approved channels.

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Resources

Build knowledge and advance the conversation with travel managers.

Find out about the shift from measuring the ROI of travel to evaluating the return on travel (ROT).
Listen to the Podcast

Learn how to navigate business travel in a post-pandemic world.
Read the Whitepaper

Get insight on the state of business travel and what the next year will bring for travel managers.
Read the Report

Explore additional resources for travel managers.
Visit the Website

Engage the Accounts Payable Department

The management, routing, and payment of vendor invoices and p-cards, along with handling any exceptions within this process, are notorious pain points for businesses. This is mostly due to manual and disconnected processes that result in accounts payable (AP) teams working less efficiently. Your AP team likely has a shared need for insights into spending, budgets, forecasts, and vendor payments that can be beneficial to the whole business. Yet, all too often, companies lack a comprehensive view of overall vendor invoices and payments, which prevents them from answering three questions: *Where is that invoice? When can we expect payment? What is our cash position?* Consequently, finance and accounting staff spend as much time chasing down answers as they do on their regular work. Automating all the steps in the AP process and connecting the organization's procure-to-pay process can help your finance and AP teams keep these answers at their fingertips.

Accounts payable teams want to:

- Eliminate the time spent manually entering invoice data, routing invoices to approvers, and handling exceptions.

- Have visibility into what transactions happen with which vendors and when.

- Easily track the status of an invoice at any stage.

- Automatically reroute invoices with missing data back to original requesters.

- Allow suppliers to independently track their invoices.

- Quickly onboard new vendors and collect all IRS-required data.

SAP Concur solutions empower accounts payable teams to:

- Improve invoice capture by combining intelligent technology and AP expertise.

- Enjoy a connected, streamlined procure-to-pay process from purchase request to invoice.

- Increase visibility for all financial data and access more accurate reporting.

- Accelerate time to pay and capture early payment discounts.

- Encourage happier, more productive AP staff.

- Take advantage of built-in regulatory compliance and multilanguage support.

Overcome Challenges and Build Consensus

Guide the conversation and get buy-in from accounts payable stakeholders.

Objection:
We're already automated.

Response:
We are partially automated since we receive invoices electronically, but we won't get the most benefit without automating all the steps. This includes automating our invoice workflow and connecting it to the procure-to-pay process and travel and expense data, from approval to payment.

Without this automated, end-to-end workflow, we may:

• Lack data visibility.

• Face higher processing costs.

• Have to deal with outstanding liabilities, missed discounts, and duplicate invoices.

• Be forced to manage a cumbersome paper-based system.

An integrated travel, expense, and invoice program supports initiatives to reduce paper, eliminates problems with paper receipts, and streamlines day-to-day processes. Consider how much time it takes your team to track down expense report approvals and reimburse each expense report. By automating and connecting AP processes, you can spend less time on manual tasks and more time driving business.

"Prior to SAP Concur, one invoice would take 17 days to approve, and it would cost the university roughly $130. That invoice now takes four days to approve, costing us around $4."

– Michael Lapolla, Director, Strategic Financial Solutions and Processing, Victoria University

Overcome Challenges and Build Consensus (cont.)

Objection:
Automating the entire process is too daunting.

Response:
You know that automating the AP processes will reduce complexity, but it's difficult to know where to start. The good news is we can start by automating one part of the process (for instance, check requests and non–purchase order invoices) and scale from there. An intelligent platform like Concur Invoice allows us to start small and roll out changes slowly until we achieve a fully automated, unified solution for purchase requests, invoices, vendor payment, and supplier management.

Resources

Build knowledge and advance the conversation with accounts payable stakeholders.

Find out if your AP process is putting your business at risk.
Take the Assessment

Learn steps to improve the efficiency and productivity of financial operations.
Read the Whitepaper

See why Concur Invoice was named a leader in the G2 Grid Report for AP Automation.
Read the Report

Discover how AP automation frees people to do their best jobs.
Listen to the Podcast

Involve IT Leaders Early

According to Oxford Economics, IT executives are growing in strategic importance.[2] And although cloud-based solutions require fewer IT resources, it's important to get IT decision-makers on board early in the process to ensure your IT team is aware of and included in mapping out a clear project plan with priorities, roles, responsibilities, milestones, and meetings. A common IT misconception is that larger solutions may cause more problems, but that doesn't have to be the case. The right technology partner can tap into industry-, region-, policy-, or audit-specific best practices and workflows to take the strain of system integration and implementation off your hands. With an automated travel, expense, and invoice management solution hosted in a secure environment and integrated with back-end systems, your IT team can save time, reduce resource demands, and increase confidence in the solution outcome.

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IT leaders and practitioners want to:

- Build processes and solutions that improve employee productivity.

- Provide secure systems for the business.

- Ensure data privacy and protection for customers and employees.

- Manage IT commitments, resources, and headcount.

- Use technology that is up to date and compliant.

- Simplify implementation and integration between new and existing systems.

- Provide system reliability and uptime.

SAP Concur solutions empower IT teams to:

- Integrate spending data with ERP software and other applications.

- Simplify the end-user experience with best-in-class mobile tools.

- Leverage SAP Concur training and end-user support to facilitate change management and adoption.

- Reduce the burden on IT staff with configuration and administration support.

- Simplify reporting and data capture.

- Improve system reliability and performance.

Overcome Challenges and Build Consensus

Guide the conversation and get buy-in from IT leaders.

Objection:
Travel and expense are low priorities, so I'm not going to spend my time on them.

Response:
Rather than add work, SAP Concur solutions will relieve pressure on staff, so you can:

• Integrate with the ERP, HR, and accounting systems we're already using.

• Tap into various apps and connectors that streamline the movement of data between SAP Concur applications and third-party systems.

• Leverage open APIs to ensure continuous development and enable more than 300 partners to address almost any business challenge. Plus, you'll spare your team from having to develop and support solutions in-house.

• Get help and support from a team of experts, including an implementation services manager, project managers for expense and travel, and a functional consultant.

IT leaders focused on digital transformation agree that the following three factors are the most helpful in overcoming challenges to meet their goals: increased use of AI in spend management processes (**90%**); capturing near-real-time or real-time requests from travel, expense, and invoice spending (**87%**); and using analytics and reporting dashboards (**82%**).[5]

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Overcome Challenges and Build Consensus (cont.)

Objection:
We can't support end users on this project.

Response:
SAP Concur offers end-user and system administrator support as well as training resources. You can take advantage of a rapid implementation or a phased rollout and get assistance if you are short on resources. Plus, the applications are easy to use and understand for employees, so there is minimal training or reeducation needed once the initial rollout is complete. Providing this pleasant experience for our end users is a win for the IT team.

Objection:
I want to ensure that any new solutions we bring on board are secure.

Response:
SAP Concur completes annual security reviews to ensure it meets and exceeds security requirements. Plus, SAP Concur solutions adhere to widely recognized security and compliance standards, including:

• ISO 27001 (world standard) and ISO 20000 certifications.

• SSAE 16 and ISAE 3402 certifications for expense management solutions and supporting hosting facilities.

• PCI, a VISA-registered, Level I CSIP service provider.

• GDPR to protect customer data and privacy.

Resources

Build knowledge and advance the conversation with IT stakeholders.

See how easy it is to integrate SAP Concur solutions with your financial systems.
Visit the Website

Learn about the capabilities of AI in travel and expense software.
Read the Blog Post

Get the facts on the world-class security of SAP Concur solutions.
Visit the Website

Explore additional resources for IT leaders.
Visit the Website

Hear one IT expert's experience in wrangling processes.
Listen to Podcast

Work with HR, Risk, and Security Professionals

As <u>Forrester Consulting</u> puts it, "A productive employee is an engaged employee, and an engaged employee is good for the business."[5] So, it makes sense that the most successful organizations invest in their employees' satisfaction and experience in a way that increases competitive advantage and reduces employee turnover. While these responsibilities may typically fall to your HR or employee security department, those teams may not understand how a travel and expense solution applies to their jobs. By deploying the right applications and tools, you can fulfill duty-of-care obligations; gain visibility into travel booking, employee sentiment, and location data; and ensure employee job efficiency, health, safety, and satisfaction. For example, it's crucial to connect with and protect traveling employees in the event of a canceled flight, natural disaster, or violence due to political unrest. With mobile tools that allow employees to be productive and check in on the go, accurate location data is within reach as is the ability to provide assistance at a moment's notice.

HR, risk, and security teams want to:

- Use comprehensive tools for monitoring and communicating with employees.

- Support duty-of-care obligations.

- Get automatic notifications if employees are affected by events.

- Connect to response providers to support a duty-of-care program.

- Comply with employee benefits and payroll tax regulations.

- Keep employee profile and travel data secure.

- Enable continuous risk monitoring of all employees.

- Help employees be productive by providing tools that they love to use.

- Ensure happy and safe travelers and expatriates.

SAP Concur solutions empower HR, risk, and security teams to:

- Connect to a network of SAP Concur partner applications to locate and communicate with employees in an emergency.

- Keep employees engaged and productive with easy-to-use tools and applications.

- Adhere to employee benefits and payroll tax regulations with easy access to accurate, automated reporting.

- See a single source of truth for all employee itinerary, travel, and location data from travel management companies (TMCs), HR systems, and employee expenses.

- Provide travelers with location risk levels before booking to increase employee flexibility, choice, and safety.

Overcome Challenges and Build Consensus

Guide the conversation and get buy-in from HR, security, and risk stakeholders.

Objection:
We don't have many travelers in our organization.

Response:
Fulfilling duty-of-care obligations means supporting all our employees, not just business travelers. Our organization can tap into the expertise of SAP Concur global partners – International SOS, Terra Dotta, Healix Sentinel, Crisis24, and HX Global – to manage capabilities and services, including duty of care, central integration points, health and medical, security and risk, crisis management, real-time location information and geofencing, and two-way messaging.

Objection:
We already have a physical security contract.

Response:
Providing front-end technology for travelers and users, SAP Concur partners and apps connect supplemental travel information on the back end, so our security and HR teams have the data they need when emergency evacuations or assistance are necessary. Additionally, through the SAP Concur partnership with HX Global, customers like us can sign up for services ranging from support for lost passports to medical and emergency evacuation.

Employee loyalty is perhaps your most valuable and elusive asset, and as the Great Resignation rages on, more and more workers are poised to leave their jobs. Only **37%** of employees are not actively looking for a job. What can you do to keep them? Listen to them.[6]

Overcome Challenges and Build Consensus (cont.)

Objection:
I don't see what risk management has to do with nontraveling employees.

Response:
HR, risk, and security teams are obligated to support all employees, not just travelers. Our organization is expected to know where our employees are in any given location and at any time. This is especially important as more employees work remotely. We need to be able to quickly find them, communicate with them, and assist them in an emergency, such as a natural disaster or political unrest.

Objection:
Our travel management company already does this for us.

Response:
Our TMC may be able to provide us with a list of travelers, but that list will not be comprehensive if it doesn't include employees who booked outside of our organization's booking tool. Manually collecting and consolidating this additional data takes time, which we won't have in an emergency. With SAP Concur solutions, we'll have all traveler and employee data in one place as well as access to multiple data sets, including employee locations via smartphone, travel itineraries, and open bookings with multiple TMCs, global distribution systems (GDSs), HR profile data, and TripLink.

Resources

Build knowledge and advance the conversation with HR, security, and risk stakeholders.

Better manage traveler and employee risk.
Download the Checklist

Empower travelers to assess trip safety with free CDC resources.
Read the Blog Post

See what it looks like to extend your duty-of-care program to nontravelers.
Read the Blog Post

Assess whether your travel program is ready for the future.
Take the Quiz

Learn what duty of care entails.
Read the Blog Post

Find out where you stand with your risk-management plan.
Read the Blog Post

Partner with the Procurement Team

Travel, expense, and invoice management touch every corner of your organization, and with more spending channels, payment methods, and indirect spending categories due to remote work, it's critical that the procurement team be included when defining your end-to-end process. Ideally, this process will provide greater visibility into spending and supply chain management while also paving the way for increased data insight and improved supplier negotiations. Access to consolidated employee spend data and supplier and vendor information is essential for the procurement department to develop and track key performance indicators (KPIs) that help keep the organization financially healthy while also holding vendors accountable when negotiating contracts.

Procurement teams want to:

• Negotiate the lowest costs.

• Streamline processes to speed up operations.

• Improve supplier negotiations.

• Reduce customized offers from vendors and suppliers that circumvent the formal process.

• Access detailed and timely organization-wide travel and expense data.

• Work with preferred vendors.

• Get insights into compliance, adoption, spend data, and other KPIs.

SAP Concur solutions empower procurement teams to:

• Access detailed, organization-wide travel and expense data in near real time.

• See total spend by traveler, project, meeting, region, and supplier.

• Evaluate buyer trends and expense types for use in supplier negotiations and contract reviews.

• Align travel and expense processes to operations.

• Accurately track ancillary fees across carriers and supplier categories.

• Integrate spend data from different systems and connect directly with suppliers.

Overcome Challenges and Build Consensus

Guide the conversation and get buy-in from the procurement team.

Objection:
We don't have a problem with our current process.

Response:
While our processes may be working, traditional procurement processes don't provide total visibility or control over employee spending. Employees often book outside of our corporate travel program for good reasons, like a better deal on flights or hotels. This creates user-driven spend instead of procurement-driven spend, and it happens when employees need to buy from vendors that aren't part of our network, don't have time for preapproval, or require purchasing flexibility to achieve their objectives. SAP Concur solutions capture spending no matter where it occurs to give us more visibility and control.

"The transparency from the end-to-end spend and audit trail is important from a CPO perspective when thinking about managed spend."[7]

– Lisa Smith, former CPO of Ford Motors

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Overcome Challenges and Build Consensus (cont.)

Objection:
OK, convince me. What benefits will we see a year after we've automated?

Response:
We will improve:

• Productivity, as employees spend less time aggregating data and more time on strategic tasks.

• Policy compliance, since our policy will be built into our solution. We'll be able to use mobile devices to book travel, capture receipts, submit and approve expense reports, approve invoices, and access violation reports.

• Procurement understanding and analysis, plus we'll reduce maintenance, repair, and operations (MRO) spend.

• Cost and time savings by automating routine tasks.

• Visibility into where money is going and our ability to make informed decisions about the future.

• Control over cash flow.

• Process consistency.

• Our ability to focus on important tasks that move our business forward.

Resources

Build knowledge and advance the conversation with procurement stakeholders.

Make the most of supplier relationships and gain control of spend.
Read the Tip Sheet

Identify your current risks and growth opportunities.
Use the Process Assessment

Learn what every CPO should know about travel and expense.
Read the Whitepaper

Get stakeholder buy-in and form a spend management task force.
Read the Blog Post

Find out more about healthy financial processes.
Watch the Video

Shape up your invoice management process to minimize rogue spend.
Read the Blog Post

Join Forces
with Business Travelers

Your organization's employees are all over the map making connections, strengthening relationships, and forging new deals, and that's exactly how leadership teams like it. The last thing they want is for the process of managing travel and expenses to get in the way of more important business. That's why business travelers share your need for a streamlined process that saves time and money and makes life easier for road warriors and occasional travelers alike.

Business travelers want to:

- Easily work while on the go.

- Get simple guidance that enables smart choices.

- Access timely spending data.

- Expedite reimbursement.

SAP Concur solutions empower business travelers to:

- Use the mobile apps they know and love to quickly and easily book travel and capture expenses.

- Choose travel preferences based on safety thresholds, sustainability requirements, and loyalty programs.

- Access one consolidated itinerary and easily make changes when needed.

- Get fast manager review and approval of expenses via mobile phone from anywhere, at any time.

- Focus on their jobs, stay productive, and easily manage travel, expenses, and invoices while complying with your spending policy.

Overcome Challenges and Build Consensus

Guide the conversation and get buy-in from decision-makers.

Objection:
Our travel and expense processes are not a priority.

Response:
While expense management may seem like an insignificant part of business operations, it's one area that can affect all others. By streamlining expense management, we can address bigger problems all at once, like helping travelers stay productive, save time, and maintain focus.

Objection:
I am concerned that travelers may not like this change.

Response:
They already use mobile apps every day, so travelers will love how much simpler it is to quickly book and manage travel, snap pictures of receipts, and create expense reports. These capabilities will encourage them to use the solution even more.

Objection:
We need to offer sustainable travel options.

Response:
Concerns about the environment and sustainable business practices are on the rise, including how employees travel for business. With SAP Concur solutions, we'll be able to review sustainable options and track sustainable efforts for business travel.

" 'If an employee takes a picture of a receipt or uses a corporate card, that data can be automatically assembled into an expense report. It could even be submitted on behalf of the employee, if they choose.'
As humans and A.I. work jointly, employees will likely be reimbursed faster, and finance managers will benefit from near real-time logs of expenditures."[8]

–SVP of product management at SAP Concur, and The New York Times

Resources

Build knowledge and advance the conversation with stakeholders.

Take a business trip with SAP Concur to see how it works.
Watch the Video

Explore the latest travel technology trends and apps.
Read the Blog Post

Find out how technology can help business travelers shift to sustainable travel.
Read the Blog Post

Hear what real business travelers think about getting back on the road.
Watch the Video

Learn why **23%** of travelers will switch jobs if their travel schedule doesn't improve.
Read the Blog Post

Explore additional resources for business travelers.
Visit the Website

Take the Next Steps

You remember the benefits that SAP Concur solutions brought to your previous organization. Now, you can help lead the charge to a better way of managing employee spend in your new role.

Determine your organization's priorities.

• Improve supplier negotiations

• Streamline processes

• Operate efficiently

• See travel and expense spending across all channels

• Make it easier to work with preferred vendors

• Facilitate compliance and solution adoption

• Get insight into spend data and other KPIs

Build your internal support network.

• Identify internal champions, resistors, and blockers.

  - Who is influential in gaining buy-in across the entire organization?

  - Who is clearly ready for change?

• Contact your SAP Concur representative to help build a business case.

• Hold meetings to showcase and discuss SAP Concur solutions.

For more information about how others have used our solutions to achieve success, listen to the SAP Concur Conversations podcast or visit us on the SAP Concur blog.

SAP Concur Facts
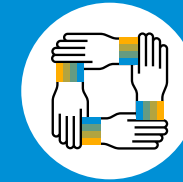
700+
partners in the SAP Concur ecosystem
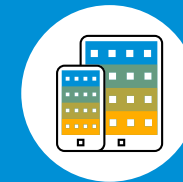
250+
SAP Concur partner apps

1 M+
reports audited per month for 3,000 customers

40 / 41

ABOUT SAP CONCUR

SAP® Concur® is the world's leading brand for integrated travel, expense, and invoice management solutions, driven by a relentless pursuit to simplify and automate these everyday processes. The highly-rated SAP Concur mobile app guides employees through business trips, charges are directly populated into expense reports, and invoice approvals are automated. By integrating near real-time data and using AI to analyze transactions, businesses can see what they're spending, improve compliance, and avoid possible blind spots in the budget. SAP Concur solutions help eliminate yesterday's tedious tasks, make today's work easier, and support businesses to run at their best. Learn more at concur.com or the SAP Concur blog.

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