

## Leveraging Your SAP Concur Data

5 data benchmarks to measure your program behavior that indicate your organization's agility and outcome alignment





While change is inevitable, recent global events have accelerated the digital transformation of enterprise organizations more quickly than ever before. Gone are the days of communication and strategic analysis within silos. Here to stay is collaboration around your organization's initiatives and trajectory. Your data is a common language between teams and partners that you can leverage towards your desired outcomes.

As a SAP Concur customer, you can use your solution to make iterative improvements that help ensure business continuity and agility. One way is to benchmark your spend trends against other SAP Concur customers. Here are five best practices to help you optimize your SAP Concur solutions, along with benchmarks to help you see how you currently measure up.

One way to create shared outcomes within your organization is to benchmark your spend and program behavior trends against other similar SAP Concur customers. This data helps you set expectations for what's reasonable when it comes to spending and consider process improvements that can boost usage, cost savings, and compliance. In the following pages, we have included benchmark data that is:



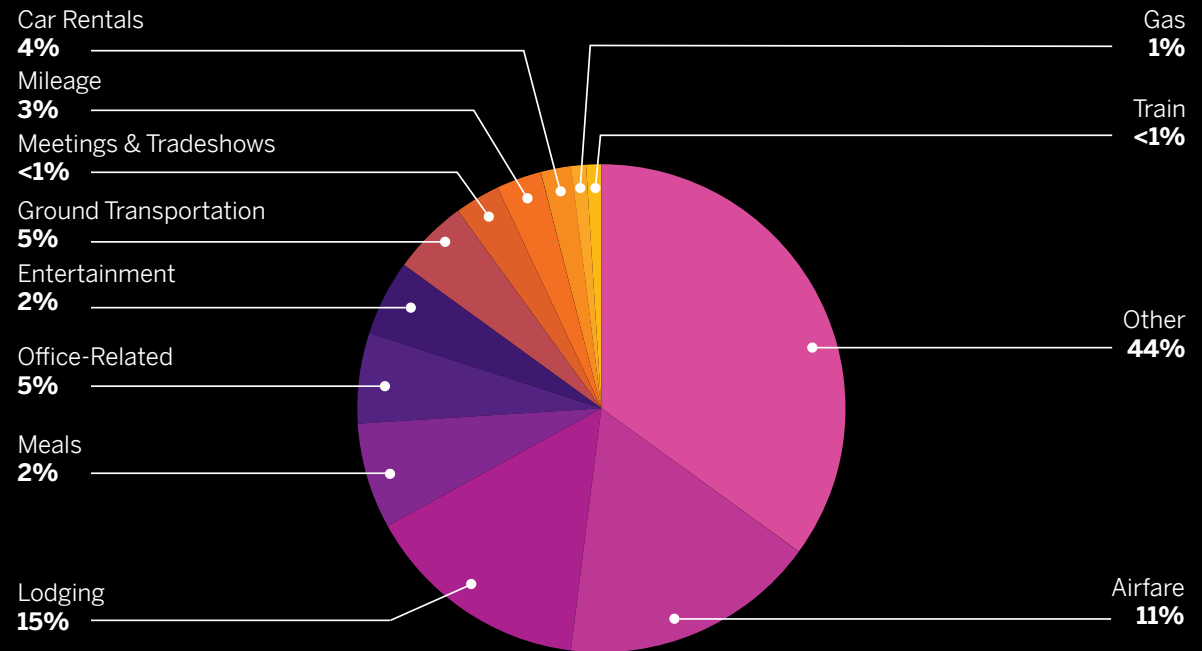
- From enterprise organizations like yours
- Aggregated and anonymized
- From the most recent four quarters (2020 Q1 – Q4)

**Read on for our five best practices to help you optimize your SAP® Concur® solutions, along with benchmarks to help you see how you currently measure up to your industry peers:**



# 01

## Understand Spend Categories and Details



### Why It Matters

What you can't see can cost you. Leveraging your data within 'Spend by Expense' categories, 'Spend Details', and 'Vendor Details' reports offers visibility into how employees are managing their discretionary spend. This will allow for a proactive, comprehensive approach to budget compliance. Instead of focusing in on one area or process, use your data to understand how your financial operations today have the power to provide visibility and control to ensure that expenditures are not only valid, but directly support your organization's objectives into the future.

### Best Practice

Regular review of your spend categories will keep your policies relevant and spend visibility clear. If your 'Other' category is high, dig into what's inside that category and consider adjusting your categories and policies so that you consistently know exactly where your organization's dollars are going.



# 02

## Reduce Cash Use and Increase Card Adoption

76%

Corporate card adoption by SAP Concur customers

### Why It Matters

By looking at a card adoption benchmark, you can see the cash vs. card spend breakdown. Cash increases the risk of out-of-policy spend. When expenses are cash-based, SAP Concur customers cannot validate the spend to check for items like mini-bar purchases or upgrades, and you have no recourse for returns or credits.

### Best Practice

Investigate why employees are using cash. Do more employees need corporate cards? Do some vendors not accept the type of card you provide? Do employees simply need more training? Learning why employees choose cash over card can help you find ways to increase corporate card adoption and reduce risk. Our **Audit Services** can also help you eliminate waste, misuse, and errors, and drive more compliant spend behaviors.





# 03

## Decrease Time to Process Expenses

# 25 days

Average time to submit expense reports

# 3 days

Average time to pay expense reports

### Why It Matters

By shortening the time to process expenses, you can improve data visibility of spend and budgets while driving efficiencies in staff time. The faster you pay, the more likely you'll see an increase in corporate card adoption, which can lead to better rebates, improved compliance, reduced fraud, and less work for employees reporting expenses.

### Best Practice

With improved adoption of the SAP® Concur® mobile app, expense reports begin to write themselves. Improve your users' experience through easy-to-understand training videos, guides, and tip sheets in the **Concur Mobile Adoption toolkit**. Then, consider adding additional functionality to allow employees to snap photos of receipts or forward email receipts, which are then digitized and added to expense entries automatically. This helps employees fill out expense reports even if they can't come to the office or are working from home.



# 04

## Minimize the Pain of Invoice Processing

**3 days**

Average time to submit an invoice

**2 days**

Average time to approve an invoice

**1 day**

Average time to pay an invoice

### Why It Matters

Creating a faster, more painless **invoice process** using automation can free up your staff for more valuable work, improve relationships with vendors, and create opportunities for cost savings through reduced late fees, fewer errors like double payments, and early discount opportunities.

### Best Practice

Consider automating your invoice processes alongside expense and travel management. You won't just save time and find cost savings. With a better view of all spend, including unpaid invoices and payments in progress, you can shift from looking back at what was spent to controlling future spend.



# 05

## Encourage Travel Program Adoption

58%

Usage of Triplt® from Concur  
for travel bookings and itineraries

28%

Bookings made within the  
SAP Concur travel network

### Why It Matters

Taking advantage of the booking and itinerary tools within your SAP Concur solution offers optimal pricing, spend visibility and itinerary management. This translates to the right balance between employee safety and cost-effective business travel.

### Best Practice

Create travel booking policies that make reservation and itinerary management within your SAP Concur solution the simplest way to **manage business travel** throughout your organization. Regularly adjust your travel program policies and employee communications to account for the way your teams administer, manage and allocate budget for travel.



# Make More Out of Your Data

As you explore the data available in your SAP Concur dashboard and reports, you'll find new opportunities to hone your spend guidelines and support programs to encourage intelligent spending by all employees. Leverage our **Reporting Answer Guide** to best interpret what you see.

In addition, review your SAP Concur 'Expense Utilization' and 'Invoice Utilization' reports to see how many expense reports or invoices you are paying for each month vs. how many were submitted. For Concur® Expense, you can also learn if employees are submitting more reports than expected, rather than grouping expenses together in a monthly report. These benchmarks can help you get the full value of your SAP Concur investment.



Contact your **Customer Success Manager** today for personalized advice on how you can optimize your SAP Concur solution to build a stronger organization.

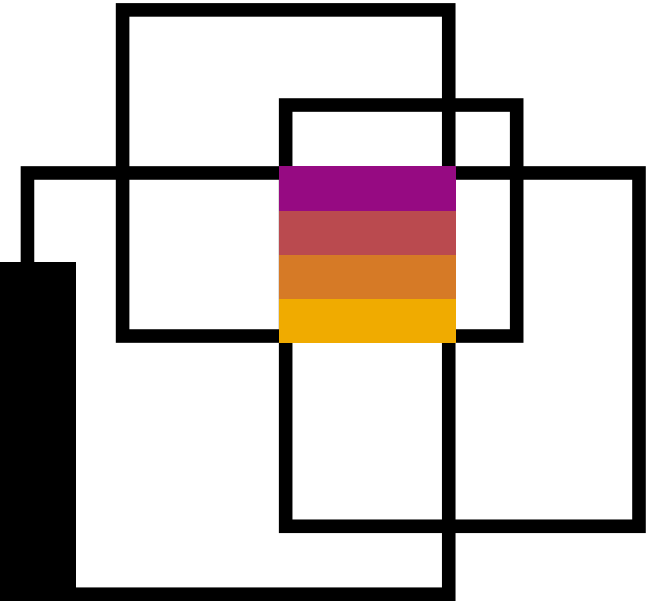
Learn more at [concur.com](https://concur.com)

*All data throughout this publication is aggregated and anonymized from enterprise organizations from 2020 Q1 through 2020 Q4.*



## 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 businessstrips, 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 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](https://concur.com) or the SAP Concur [blog](#).



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