



SAP Concur 

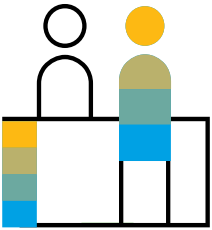
Get More from SAP Concur and More Time Back in Your Day

Extended Services

Extended Services Bring You Expert Support

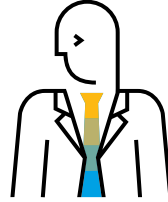
At SAP Concur, we understand there are only so many hours in the day, and only one of you. So when it comes to helping your users get the most out of your SAP Concur solution, there may be times when you need a little support.

Our Extended Services are designed to help you save time and maximize your investment. From user support and expense audits to solution maintenance, simply choose the services that matter to you and leave the rest to us.



USER SUPPORT DESK

With User Support Desk, SAP Concur acts as the first point of contact for your employees via phone, email or live chat. Any of your employees can contact us regarding an application question, service request or an incident involving unexpected behavior of any SAP Concur solution—saving you time and giving your employees the answers they need, when they need them.



CONCUR ESSENTIAL CARE

Concur Essential Care gives you a primary point of contact to assist you with all of your post-deployment needs. Your SAP Concur consultant will take care of routine administrative support and secure troubleshooting for common day-to-day maintenance of your SAP Concur solution, while also providing ongoing guidance and best practice recommendations. The end result is more time for you and the comfort of knowing you're maximizing your investment.



EXPENSE REPORT AUDITING

Expense Report Auditing from SAP Concur provides dedicated resources to verify and substantiate your employees' expense reports to ensure compliance and control—all while reducing your processing costs.

The Benefits of Extended Services

USER SUPPORT DESK

User Support Desk provides dedicated experts that give your employees the right answers right away. You will benefit from:

- Enhanced employee satisfaction with a knowledgeable, positive support experience.
- Support from SAP Concur experts resolving most issues on the first call.
- Increased adoption and policy compliance as end-users become more efficient with SAP Concur.
- Assistance with change management when rolling out or expanding.
- Significantly reduced or eliminated intervention by administrators, allowing them to focus on mission-critical tasks.
- English-language support 24/7/365.
- Multi-language support during normal business hours.

CONCUR ESSENTIAL CARE

After your go-live, Concur Essential Care helps you manage your specific SAP Concur configuration—from keeping up with new features and updates to taking control of day-to-day system maintenance. Your SAP Concur consultant will:

- Eliminate the need for your people to spend time in training or executing system administrative tasks on an ongoing basis.
- Improve efficiencies by applying best practices and facilitating the adoption of new features.

- Monitor application processes and jobs to ensure successful completion and compliance, while troubleshooting errors.
- Assist with identifying usage gaps and formulating strategies to ensure maximum adoption.
- Review monthly release notes and advise you on upcoming new features.
- Identify common issues and assist with educating users.

EXPENSE REPORT AUDITING

With Expense Report Auditing you can enforce your policies without spending time monitoring your people. Simply choose the level of audit that's right for your company, and we'll conduct the appropriate audits, providing you with reports of any exceptions. Expense Report Auditing delivers:

- A neutral third party to conduct audits on your behalf.
- Fast service with 90 percent of audits complete within 36 hours.
- Audit support for every language available in Concur® Travel & Expense.
- The flexibility to support different rules for different employee groups and address unique reporting requirements.

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