

EXTERNAL

# Concur Advanced Care

## Datasheet

### MAXIMIZE YOUR SAP CONCUR INVESTMENT

After investing in your SAP® Concur® solution you naturally want to see results. But not just any results. You want your solution optimized for your organization's specific needs, both quickly and continuously.

Concur Advanced Care delivers those results.

Advanced Care provides ongoing support to help ensure you get the most from your solution. Rather than spending months getting up to speed, your designated consultant can hit the ground running, allowing your employees to stay focused on their primary responsibilities while still reaping the benefits your SAP Concur solution provides.

Concur Advanced Care provides:



**Designated consultant**  
to help solve problems  
and identify opportunities



**Ongoing access** to help  
when you need it



**Strategic success**  
planning to maximize  
your investment



**Onboarding assistance**  
for new Authorized Support  
Contacts

### WHAT CUSTOMERS ARE SAYING ABOUT CONCUR ADVANCED CARE:



Having that designated person, with their knowledge, how they provide proactive consulting and feedback, **drives us to make the right decisions.**"



**Advanced Care has been a life saver** since we lost all the people who set up Concur back in 2009"

## YOUR BUSINESS IS OUR BUSINESS



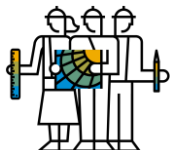
### Goals-based Engagement

More than just a help line, your consultant will build a strategic success plan specific to your organization. Quarterly reviews help ensure you stay on track and get the most from your solution every day.



### Innovation Review

No more sifting through pages of release notes to figure out what might be useful. Your consultant will provide regular reviews of new features relevant to your organization and how best to deploy them.



### Solution Configuration

Your organization, your rules. We can suggest best practice configuration to help optimize compliance, establish user permissions and define rules to identify policy violations.



### Knowledge Continuity

Even as employees come and go your Advanced Care consultant will be there to provide consistent, accessible solution knowledge. They can even provide training assistance for new Authorized Support Contacts.



### Interactive Site Workshop

Each year we will conduct a deep-dive review of your configuration and discuss ways to leverage best practices, tidy up the system, and ensure your solution continues to meet your objectives.

**Don't wait for a return on your investment. Optimize your solution today with Concur Advanced Care.**

## 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 SAP Concur mobile app guides employees through every trip, charges are effortlessly populated into expense reports, and invoice approvals are automated. By integrating near real-time data and using AI to audit transactions, businesses can see exactly what they're spending without worrying about blind spots in the budget. SAP Concur solutions eliminate yesterday's tedious tasks, make today's work easier, and help businesses run at their best every day. Learn more at [concur.com](http://concur.com).

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