



SAP Concur Case Study | EXTERNAL

Concur Travel & Expense | Concur Request

IBM: How a Legacy Technology Company Innovates

Staying Ahead of Today's Changing Market

Quick Facts

Company

IBM Corporation

SAP® Solutions

- Concur® Travel & Expense
- Concur Request

Industry

High tech

Employees

Nearly 400,000 worldwide

Location

Armonk, New York

Why SAP?

IBM needed a new, cloud-based travel and expense platform for its almost 400,000 users worldwide to provide them with the flexibility to manage expenses anytime, anywhere.

ABOUT IBM

IBM is the largest global technology and consulting employer in the world, specializing in cognitive and cloud platform solutions.



Moving Outdated Technology Out, Cloud-Based Solutions In

Established more than 100 years ago, IBM remains a household name in technology today. With so many companies skyrocketing and collapsing with the ebb and flow of technology booms, few retain staying power and relevance. Constant innovation is the secret to IBM's success. The company must continuously reinvent its business to be **first to market** and stay ahead of competitors.

With almost 400,000 employees worldwide, IBM needed cloud-based business solutions for those employees, and SAP® Concur® solutions use the power of the cloud to give companies the flexibility to scale. IBM implemented the Concur Travel & Expense solution so that its workforce could **manage expenses anytime, anywhere**, from their computers or their mobile devices. In short, world-class, cloud-based SAP Concur solutions aligned perfectly with IBM's strategy to use the cloud to scale the business.

“We had to choose **the best possible solution** that meets our scale and complexity being a global company.”

Chris Hood, Director, Global Travel and Expense Strategy and Operations, IBM

IBM's HR and CIO organizations are responsible for making sure that employees have the tools they need to move talent to the right place at the right time. Their mission is nothing short of ensuring that travelers have a successful, comfortable business trip and can submit their expense reports with the least effort possible. The company had been using separate expense and travel solutions, both of which were nearing end of life, so it had a significant change management challenge.

The organization had to migrate and support more than 400,000 users in 101 countries across six continents within an 18-month time frame. Trying to accomplish such a task with outdated systems would be nearly impossible. Despite already having a global help-desk footprint, the innovation organization believed the right technology with SAP Concur solutions could create a more innovative support structure for its users.

It was time to change.

"The Concur Travel & Expense solution has significantly simplified the end-to-end travel experience," explains Jim Kile, the CIO leader for travel, expense, and employee mobility at IBM. "We have eliminated the technical limitations of our legacy solution, and can now provide a fully integrated and user-friendly solution that saves our employees valuable time and effort when managing their travel and expenses."

SAP Concur solutions offer a rich API tool set, allowing IBM to customize Concur Travel & Expense to develop a specific experience for employees. IBM used one of its own solutions, based on Watson, to create TravelBot, an online internal cognitive assistant (chatbot) built on top of SAP Concur software. This clever tool provides IBM employees with helpful answers to their travel and expense questions.

TravelBot responds to more than 400 natural language questions daily in real time with links to policy information, how-to information, and embedded videos, which provide step-by-step guidance on navigating Concur Travel & Expense. Employees can get help with their travel and expense questions when they need it without having to wait in a queue or spend time on a phone.

Additionally, IBM implemented attendee tracking in the Concur Request Web service to support its growing Watson Healthcare business. With increased legal and regulatory focus in healthcare, IBM used the functionality to improve visibility and demonstrate financial prudence.

In all, SAP Concur solutions enable IBM to continue to innovate and compete globally. By taking travel and expense management into the cloud, the company has gained total visibility and greater control and has significantly reduced the burden of internal teams on processing travel and expenses from almost 400,000 employees every year.

About SAP Concur Solutions

SAP Concur solutions take companies of all sizes and stages beyond automation to a completely connected spend management solution encompassing travel, expense, invoice, compliance, and risk. For more than 20 years, these leading, innovative solutions have kept customers a step ahead by delivering time-saving tools, connected spending data, and a dynamic ecosystem of diverse partners and apps. User-friendly and business-ready, SAP Concur solutions unlock powerful insights that help businesses reduce complexity and see spending clearly, so they can manage it proactively. For more information, visit concur.com.



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