



SAP Concur Sysmex Asia Pacific Case Study | PUBLIC

Concur Invoice | Concur Travel | Concur Expense

Sysmex Asia Pacific Undergoes Finance Transformation, Streamlines Operations Using SAP Concur

Quick Facts

Company Name

Sysmex Asia Pacific Pte. Ltd.

Solutions

- Concur® Invoice
- Concur® Travel
- Concur® Expense

Industry

Medical Equipment and Devices

Company Size

560 in Asia Pacific (excluding Japan)

Location

Singapore

Why SAP Concur?

Sysmex Asia Pacific Pte Ltd. wanted to streamline and simplify its expense and invoice management processes across nine countries in Asia Pacific (APAC). Its key drivers were to reduce costs, save time and transform its finances through automating processes.

ABOUT SYSMEX ASIA PACIFIC PTE LTD.

Sysmex Asia Pacific Pte Ltd. is a market leader in the delivery and implementation of clinical IVD and health IT products and services for clinical laboratories, hospitals and healthcare organisations.

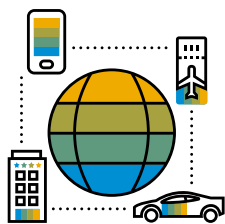


Greater Control and Insights Create a Foundation for Streamlined, Cost-Efficient Operations with invoice and expense automation

Prior to the implementation of Concur Expense and Concur Invoice, Sysmex Asia Pacific (Sysmex) was reliant on largely manual expense and invoice management processes. The overall Accounts Payable (AP) and Expense process was time-consuming and inefficient as the finance team had to manually go through stacks of invoices, follow up on supporting documents, ensure that expenses were charged correctly and track missing receipts.

It was a challenge to ensure that the claims and expenditures of 560 employees were in compliance with company policies and respective POs and PRs were raised and approved.

Multiple users could not charge their expenses to one project due to the restriction and constraint of approval metrics, which often resulted in frequent reclassification of expenses. Such manual systems led to increased maintenance costs, slower processing times and sometimes even delayed payments.



“As a non-IT company, we looked for an off-the-shelf solution that would be easy to adapt to. That’s when we found Concur, and our finances were transformed.”

Nelson Lee, Chief Financial Officer (CFO), Sysmex Asia Pacific



With business expansions in the recent years, such tedious manual processes eventually resulted in challenging record-keeping, difficulty ensuring compliance and honouring vendor and contract negotiations with proper approvals, as well as ensuring appropriate taxes are applied according to tax authorities.

With transactions being managed by multiple systems across different countries, this also meant that management had little visibility and control over employee expenses and invoice payments, which made it difficult to enforce compliant behaviours and to report accurate spending. In order to support a variety of manual operations, extensive IT maintenance support is often required for existing systems, which resulted in a relatively longer downtime.

IMPROVING THE EMPLOYEE EXPERIENCE

“Right from the beginning, SAP® Concur has standardised and simplified our processes, which meant the team spent less time providing end-

user support, processing expenses and more time on value-adding activities” says Nelson Lee, Chief Financial Officer, Sysmex Asia Pacific Pte Ltd.

The user-friendly and intuitive platform meant that user training was very straightforward. Once SAP Concur was integrated into the company’s single sign on (SSO) system, the log-in process was seamless, especially via the mobile phone application. Concur Invoice made it easy and accessible for employees to manage non-travel related expenses. Employees could receive approval, access the authorisation matrix and read up on policy compliance, in one single platform.

The reduction of time spent on manual collation and scanning of receipts and Supplier Invoices with Concur led to greater productivity as Sysmex employees were able to reclaim and reallocate their time towards higher value-adding activities.



“Concur Invoice gives us greater visibility of approved expenses, reduces human errors and minimises the duplication of invoices.”

Nelson Lee, Chief Financial Officer, Sysmex Asia Pacific Pte Ltd.

The mobile app that comes with Concur Invoice and Concur Expense has been especially useful in supporting Sysmex Asia Pacific's move to a hybrid working environment. This allows employees to submit, review and approve expenses and invoices on-the-go.

IMPROVING SPEND VISIBILITY AND REPORTING

With a single, easy-to-use platform, Concur Invoice and Concur Expense enabled the Sysmex finance team to have a holistic grasp over cost-control and spend management. The purchase requests allowed employees to put forth a purchase request for pre-approval with the Head of Department (HOD). In situations where the invoice amount exceeded the purchase order amount, internal controls would automatically re-route the request to the HOD for re-approval.

With the implementation of Concur Expense, there was greater visibility into T&E, more accurate and granular reporting has helped the Sysmex team improve data quality around compliance and resulted in significant time savings.

ENSURING GREATER COMPLIANCE

SAP Concur's multi-user platform software also allowed the Sysmex team to have a consistent process throughout the Asia-Pacific region and allowed them to efficiently validate their compliance against various approval, authorisation and purchasing policies. The platform's standardised data and analytical features allow for the determination of compliance with global standards in terms of anti-bribery and corruption. SAP Concur's platform also enables supporting documents to be scanned and stored in Concur, which allows for easy traceability during audit reviews.

"[Concur Invoice and Concur Expense] is a platform for us to determine if we are compliant with our global standards in terms of anti-bribery and corruption, which is very important for Sysmex at the end of the day." – Nelson Lee, Chief Financial Officer, Sysmex Asia Pacific Ltd.

SETTING UP FUTURE GROWTH & EXPANSION

Sysmex delivers and implements clinical IVD and health IT products and services to clients in more



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Nelson Lee, Chief Financial Officer, Sysmex Asia Pacific Pte Ltd.

than 190 countries and regions. Within Asia Pacific, Sysmex's market share is expanding, propelled by steady transformation in the industry and region.

With Concur Expense, Concur Invoice and Concur Request, Sysmex has the right platform, tools and resources in place to prepare for further growth and expansion.

"The simple fact of it is that [Concur Expense] is very scalable in terms of the number of users. Therefore, it supports us in the region in terms of employment growth." – Nelson Lee, Chief Financial Officer, Sysmex Asia Pacific Pte Ltd.

ABOUT SYSMEX ASIA PACIFIC PTE LTD

Sysmex Asia Pacific Pte Ltd is a subsidiary of Sysmex Corporation of Japan. Located at the centre of regional market operations, Singapore is Sysmex's headquarters in the Asia Pacific region. In Asia Pacific, Sysmex is a market leader in the delivery and implementation of clinical IVD and health IT products and services for clinical laboratories, hospitals and healthcare organisations. Its products and solutions continuously help improve patient clinical services and efficiency advances resulting in cost savings, which in turn translate to the delivery of better patient care. Globally, Sysmex delivers total solutions in the field of clinical laboratory testing, including haematology, haemostasis, urinalysis, clinical chemistry, immunoassay system, flow cytometry and life science. Supplying products and services to customers in more than 190 countries, Sysmex is one of the market leaders in haematology and coagulation instrumentation worldwide.

sysmex-ap.com/who-we-are



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.sg or at the SAP Concur [blog](#)

THE BEST RUN 