

# Managing Travel and Spending to Support Everything From Productivity to Loyalty

## Employees' Expectations of Work Have Changed. How Will That Change Your Company?

The pandemic changed everything, up to and including our willingness to sit in a cube farm forty hours a week. And now that employers know remote work actually works, employees are cashing in with demands to work where and how they want.



According to [Deloitte Research](#),

**77%**

**of finance workers believe** their organizations should continue to work remotely after the pandemic subsides. And in another survey, **90%** said their work can be done virtually.

Employees want the flexibility to work on their terms – to decide when and where to put in their hours. So how do you give them what they want and still get what you need?



## Do you want to be satisfied with your job or excited about it?



**Only 38% of employees** agree that their company's policies and technologies effectively enable flexible work.

—“Empowering your people: How executives can jump-start the flexible workplace”,  
Oxford Economics, 2022

Job satisfaction is a mediocre metric. It's the bare minimum, yet we celebrate it. Work should instead be engaging, stimulating, and occasionally even exhilarating – something people want to be part of, something to which they want to contribute.

But if you're in finance, how can you help sales feel more than merely satisfied? How can you help HR feel like more than just a resource? Well, you can make financial work as easy as possible. You can get rid of mundane work, so employees can get back to fulfilling work. And you can:

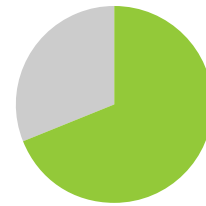
- Automate the expense process and get rid of mind-numbing, time-robbing manual tasks.
- Guide – don't force – employees through spending compliance and policies.
- Offer expense reports that write themselves, so purchases and bookings get entered automatically.
- Replace paper receipts with simple snapshots and e-receipts that are auto-uploaded into expense reports.
- Connect with apps from Uber to Amazon, so the things employees need to work are only a click away.



Each of these actions help you close gaps in the expense process that open your business up to costly errors and fraud. And by taking these steps, you open up each employee's day to the most rewarding parts of their job.



## What if you could take care of employees *and* their planet?

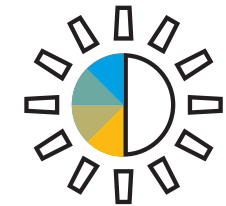


**69% of employees** say their T&E-related processes have not completely optimized for planning business trip.

—“Empowering your people: How executives can jump-start the flexible workplace”,  
Oxford Economics, 2022

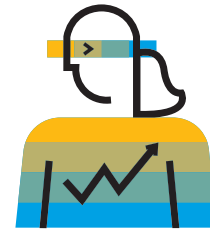
It seems like a big ask, but the role of finance is expanding to involve more far-reaching strategic discussions, and sustainability is among them. But when employees know that you’re not only looking out for them as they go out on the road – you’re helping protect the planet itself – they’ll have a sense of pride in their employer.

- Keep spending and travel information in one easy place, so it’s simple to make safe, smart choices before each trip and while employees are traveling.
- Be ready with COVID-19 protocols at airports and cities around the world, so every employee knows what they’re getting into and what to avoid.
- Use your T&E data to improve duty of care, so you can quickly determine who’s affected and work to bring them home.
- Guide employees to sustainable travel choices, so they not only feel good about how they travel, you get the data to manage environmental goals and your overall corporate responsibility strategy.



**As a finance leader, you can make it easier to travel smarter – to find safer, greener ways to do business. And when you put those priorities first, it fosters employee loyalty.**

**Do you want  
more work  
or more  
meaningful work?**



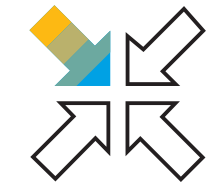
SAP Concur customers experience **36%** more efficient expense report intake and handling; **65%** more compliant expense reports submitted

— IDC Business Value Snapshot, October 2021

While your team may be very good at plugging in numbers and poring over expense reports, their time could be better spent on the bigger picture and broader spend strategies. And taking day-to-day tedium off their to-do list can do wonders for their level of engagement as well.

What can you do to free up time for focused finance work?

- Automate approval workflows, so no one wastes time nudging delinquent approvers or double-checking policies.
- Tap into intelligent tech with pre-spend controls, so when an expense report comes in, risks are analyzed before approval – and after payment, automatic searches look for patterns human auditors can't see.
- Don't waste time moving data back and forth – use direct-data integration to keep everything up to date between your ERP and spend management systems.



**Give your teams time to do the work you hired them to do, so instead of plugging numbers into your system, they can take on the problems your systems identify.**



## The Biggest Question Yet: **How?**

Rethinking your expense and travel process is quite a task, but when you think about the costs of unhappy employees, it makes sense to consider anything that will improve the experience.

SAP® Concur® solutions simplify processes across your company – automating manual tasks, taking frustrations off the table, and giving employees more ways to get more done.

With a handful of apps, they can tap their way through compliance challenges and changing protocols. They can improve safety, sustainability, and spending on every trip. They can cut the work out of expense reports and the errors out of the data you depend on. So that in the end, your team can focus on controlling company costs and forecasting what's next.

SAP Concur solutions make the work experience a better experience for each of you. And that keeps everyone happy.

Start helping employees be happy, loyal, and productive – now – with this [free guide](#).





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