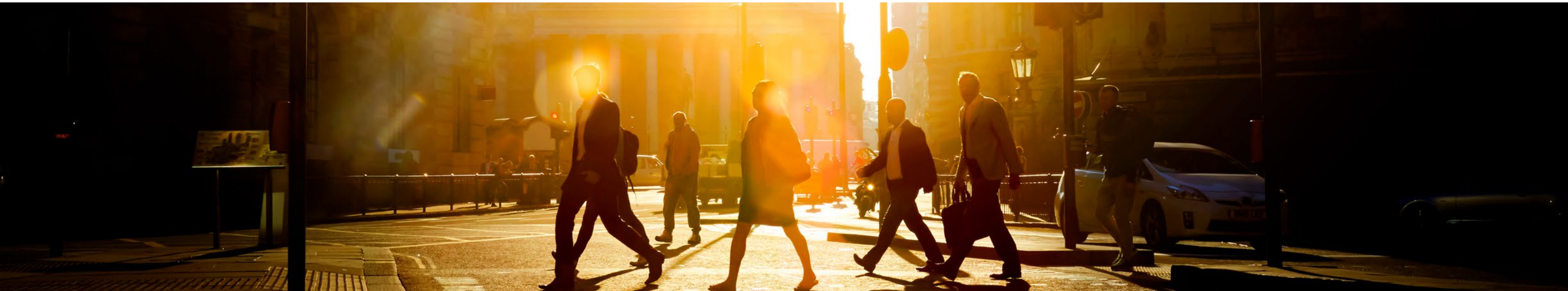SAP Concur C·

Meaningful, Not Monotonous

Invest in Your Employees While Getting
More Out of Your T&E Investment

THE BEST RUN SAP

You're Not Here to Make Work a Walk in The Park

Work is still work, but the more enjoyable it is, the more things get done. If you can offer a simpler, faster way for employees to get the same or better results, *everyone* can be happy.
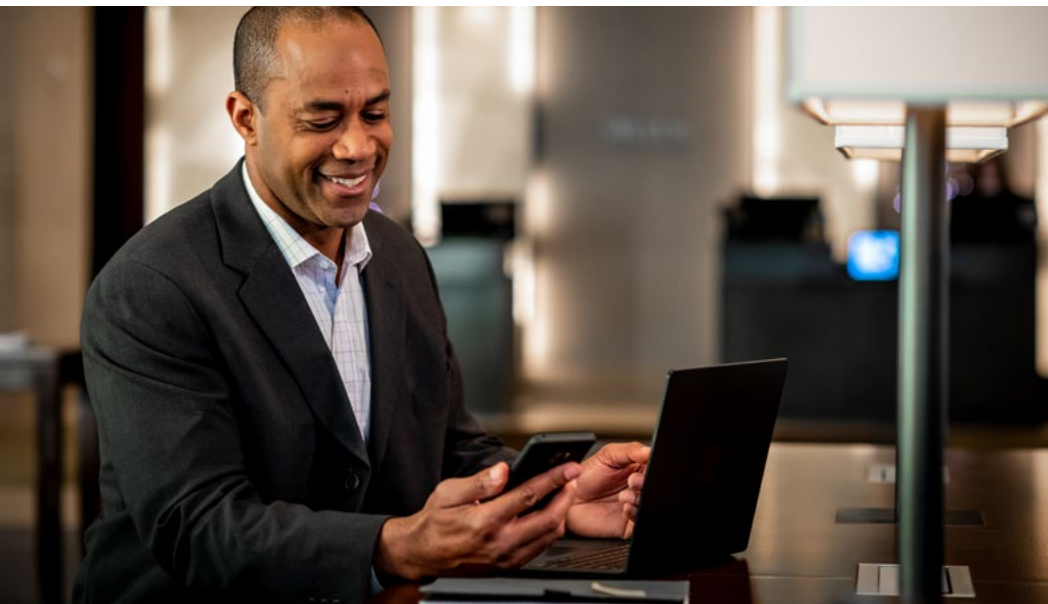
With a few enhancements to your existing SAP® Concur® solutions, you can eliminate tedious tasks, so employees have more time and greater focus for the difficult work that needs to be done. A simpler spending and travel experience may seem like a small thing, but when they don't have to manage receipts, worry about safety or sustainability, or hack their way through administrative tasks, employees can be more engaged and more productive.

Your company benefits, too, by safeguarding budgets, by building sustainability into core company practices, and by gaining even greater control over costs.

Get more out of your SAP Concur investment. Get happier, more productive employees. And get your business going.

Step #1:
Enhance the experience.

Your SAP Concur solutions do wonders for your workforce, but they can do more to ease processes and eliminate procedures. So instead of wrangling wrinkled receipts, employees can do their jobs. Instead of wondering how, where, and what they're allowed to spend, they can get what they need for work and get *back* to work.

And when employees can do what they were hired to do, it's a more rewarding experience for them and a reason to reward you with loyalty.

Eliminate Paper Receipts

ExpenseIt lets employees use a mobile app to take quick pictures of receipts and upload them into Concur Expense, where they're automatically categorized and itemized in an expense report. No one needs to hold onto the paper, and no one needs to wait until the end of the month to see (and control) what's being spent.

Approve Spend Before It's Spent

Concur Request helps you hold onto more of your money. By adding automated, pre-spend approvals, employees get the go-ahead before they waste any time planning their purchase. You give managers detailed purchase information, so they can make the right approval decisions quickly and control the budget before it's gone.

Get Good Guidance

Concur Assistant by WalkMe makes it easier for users to get the most out of your SAP Concur solutions. With self-service guidance and easy-to-follow content within the SAP Concur user interface, they can find the right information at the right moment, while you drive adoption and enforce policies.

SAP Concur Top Performing Customer Benchmarks:

- 1.58 days to approve expense reports
- 1.91 days to pay employees

source: SAP Concur Customer Data, 2021

Employee loyalty is perhaps your most valuable and elusive asset, and as The Great Resignation rages on, more and more workers are poised to leave their jobs. Only **37% of employees** are not actively looking for a job.* What can you do to keep them?

Listen to them.

By expanding your SAP Concur solutions, you can easily gather input and employee sentiment, so you learn what they want and do what they need. Right now, that largely consists of safety and sustainability. Travelers want to know what they're getting into and that you can get them out. And no matter where they go, they want sustainable options for getting there. SAP Concur solutions can give you both, improving your duty of care and supporting sustainable practices.

Step #2:

Make safety and sustainability standard.

Supporting Employee Safety

Use TripIt Pro to provide detailed guidance on COVID-19 protocols and other safety tips. But that's just the beginning. **SAP Concur App Center** partners use your travel and expense data – including indirect bookings captured through **Concur TripLink** – to help you deliver duty of care. As a result, you can quickly identify employees affected by disruptions, connect with them, and taking the steps to get them home safely.

Emphasizing Sustainability

Concur Travel equips employees to make sustainable choices, using messaging and alerts to direct them to the most responsible decisions right in your booking tool. Then, you can use all the data at your disposal to manage sustainability goals for your program – analyzing emissions by employee, department, route, country, or any other category you'd like. And, with TripIt Pro, employees can see each flight's carbon emissions, track their annual carbon footprint for air travel, and offset and reduce environmental impact, with practical suggestions right in the app.

Concur TripLink customers in Europe see a **78.22% adoption rate** by their travelers.

In Europe, **10,000+ travelers per month** actively use TripIt.

*"Empowering your people: How executives can jump-start the flexible workplace", Oxford Economics, 2022

Step #3:

Give finance room to see the big picture.

Costs and compliance are always critical, but recently, they've risen to an almost catastrophic level of importance. Now more than ever, it is imperative that your team focuses on spending strategies. They cannot be distracted by the day-to-day minutia of expense reporting; they simply have more important work to do. Enhancing your SAP Concur solution clears the way.

Improve Audit Efficience

Audit more expenses with less work. Concur **Intelligent Audit** is the only audit solution to combine AI and ML with human expertise to drive compliance, identify fraud, and take work off your team. And with **Concur Detect by Oversight**, your solution will automatically review expense and receipt data. As a result, you'll not only smooth out the audit process, you'll not only create a culture of compliance and spot fraud before it does its damage, you'll also be able to reimburse employees faster and give your AP team more time in the day.

Automate Invoices

Concur Invoice brings digital efficiency to AP – capturing invoices electronically and efficiently routing them for approval. The solution automatically completes two- and three-way matching to resolve discrepancies in invoices, POs, and receivables and avoid overcharges, so your team can focus on managing exceptions instead of managing the process.

Reduce VAT/GST Complexity

Concur Tax Assurance by Blue dot brings real dollars back into your budget by reclaiming every digit of value-added and general-use tax you've paid. Manual processes simply can't keep up with changing global regulations, so this solution uses AI and machine learning to automatically identify every eligible expense.

SAP Concur Top Performing Customer Benchmarks:

- 0.44 days to submit invoices
- 0.66 days to approve them
- 0.39 days to pay suppliers

source: SAP Concur Customer Data, 2021

"Executives are far more likely than employees to say processes are completely optimized—for instance, **59% of executives** say requesting/approving budgets is completely optimized, but only **41% of employees** agree."

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

Get More Out of Your SAP Concur Investment, So Employees Can Do More of What Matters

We're not talking about making work easier, we're simply taking tedium off the to-do list. We believe employees can be more productive than filling out expense reports and auditing invoices – and when they are, they're more engaged and more likely to stay with your company.

We also believe you deserve the clearest picture of your spending, without having to dig through the data. Extending your SAP Concur solution can make it possible, and you'll see how simplifying work makes working more meaningful.

Meet your employees' demand for a better experience and make your workforce more productive. Start here: **End User Solution Overview** and **Back Office Solution Overview**

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