



SAP Concur Case Study

Concur® Expense, Concur® Travel and Concur® Request

JK Cement Ltd.

Transforms Travel and Expense Management with SAP Concur

Quick Facts

Company Name

JK Cement Ltd.

Headquarters

Kanpur, India

Industry

Cement Manufacturing

No of employees

2,500+

Website

www.jkcement.com



Introduction

JK Cement Ltd., one of India's leading cement manufacturers, recognized the need to modernize its travel and expense management processes. The company's frontline officers often faced delays of 60–70 days due to manual, paper-based reimbursement procedures. This led to inefficiencies, low visibility, and high administrative overhead.

To address these challenges, JK Cement turned to SAP® Concur® solutions to automate and streamline its expense management. The result: faster reimbursements, greater employee satisfaction, and enhanced financial control—delivered through a scalable, cloud-based platform fully aligned with the company's growth and sustainability goals.



The Challenge: A Slow, Cumbersome Process

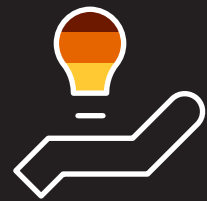
For years, frontline officers at JK Cement Ltd. faced a tedious and inefficient process when it came to claiming travel expenses. As one of India's leading cement manufacturers, the company had employees traveling across the country, yet its reimbursement system was still stuck in the past.

Employees were required to submit physical bills at local offices, which were then couriered to the central office in Kanpur. Once there, they had to undergo a slow, manual verification process, often taking 60-70 days before reimbursements were processed. The system was riddled with delays, excessive paperwork, and an overwhelming workload for the finance team.

With over 7,000-8,000 transactions per month, the sheer volume of expense claims was unmanageable. Employees lost valuable time chasing reimbursements, while finance teams struggled to verify and approve expenses. Lack of visibility into company-wide travel costs made budget management difficult. As JK Cement expanded across India, it became clear that this system was no longer sustainable.

The Turning Point: Embracing Digital Transformation

Recognizing the need for change, JK Cement decided to overhaul its travel and expense management by implementing SAP Concur, a cloud-based solution designed to automate and streamline the process. Integrated with SAP SuccessFactors, this new system promised efficiency, transparency, and real-time visibility.



The Transformation: A New Era of Efficiency

To ensure a successful rollout, JK Cement undertook significant internal change management efforts. A cross-functional project team, including change champions across regions, was formed to oversee implementation and drive adoption. The leadership team secured stakeholder buy-in early on by aligning the initiative with organizational goals of efficiency, sustainability, and employee satisfaction. Company policies were reviewed and streamlined to align with SAP Concur's automation capabilities, and a trust-based approval system was adopted to replace manual checks. Extensive training programs and ongoing support were provided to employees, empowering them to adapt quickly and confidently to the new system. This employee-first approach ensured smooth adoption and fostered a culture of accountability and innovation.

Instant Bill Submission:

Employees could now snap a photo of their receipts and upload them via a mobile app, eliminating the need for couriers and physical paperwork.

Automated Expense Approval:

The system automatically verified employee levels, entitlements, and location-based policies, ensuring compliance without manual intervention.

Lightning-Fast Processing:

Expense claims, which previously took two months, were now processed within 24 hours.

Rapid Reimbursements:

Payments reached employees in 2-3 hours, with a maximum wait time of just 48 hours.

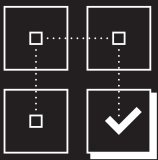
Real-Time Insights:

Finance and HR teams gained instant access to spending patterns, supervisor approvals, and geographic expense trends through advanced analytics.

Seamless Auditing & Compliance:

Automated workflows allowed for single-click approvals, while an audit team monitored exceptions in the background to ensure compliance.

Process Transformation: Before vs. After Implementation



Before Integration:

- Manual, paper-based travel expense process.
- Approvals took weeks, leading to delays.
- Limited data visibility for finance teams.
- Heavy reliance on paper and couriers.



After Integration:

- Fully automated, digital process.
- Approvals processed in hours.
- Real-time insights and reports.
- Paperless and cost-effective.

The Results: A Business Transformed

The impact of SAP Concur was nothing short of revolutionary

Drastic Reduction in Processing Time

- Travel bill processing time dropped from 60 days to just 24-26 hours.
- Employees received reimbursements in as little as 2-3 hours

Enhanced Employee Experience & Satisfaction

- The hassle-free, transparent process significantly improved employee morale.
- Over 3,000 field employees actively used the mobile app daily.
- New employees from other companies were amazed by the efficiency, as JK Cement set a new industry benchmark.

Sustainability & Cost Savings

- The company drastically reduced paper usage, aligning with its goal of becoming a paperless, eco-friendly organization.
- Eliminating courier services resulted in significant cost savings and a reduced carbon footprint.
- By removing the need for physical storage, operational efficiency improved across departments.





The Verdict: A Success Story in Digital Transformation

JK Cement's adoption of SAP Concur didn't just optimize its expense management—it redefined how the company operated. With a more efficient, transparent, and sustainable system in place, the company empowered its employees while gaining complete control over travel expenditures.

// Implementing SAP Concur has revolutionized our travel and expense management, providing us with the efficiency and visibility we needed. //



Dr. Andleep Jain
Group President, JK Cement Ltd.

From slow, manual reimbursements to instant digital processing, JK Cement's journey is a testament to the power of digital transformation. By embracing automation, the company has not only streamlined its operations but also set a new standard for efficiency in the cement manufacturing industry.

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