



SAP Concur Case Study

Concur® Expense, Concur® Travel and Concur® Request

Panasonic India optimizes expense management to improve compliance and employee experience

Quick Facts

Company Name

Panasonic India Pvt. Ltd.

Solutions

Concur Expense, Concur Travel and Concur Request

Industry

Consumer Products

Company Size

1500 PAN India

Location

India

Why SAP Concur?

As part of its digital transformation strategy, Panasonic India wanted to automate its Travel and Expense management process to make the approval process more transparent, maintain a proper repository of its spend data, get better budgetary visualization into expenses and ensure compliance with policies. SAP Concur solutions were chosen to meet these objectives, and the results far exceeded the expectations set.



ABOUT PANASONIC INDIA

Panasonic aims to provide a Better Life to its customers and contribute towards creating a better world for them. The company offers a wide range of products and services to its B2C and B2B clients, ranging from home appliances, beauty and health products to cooling and heating appliances.



HR, Finance and IT, all cross functional teams were involved in the decision to implement SAP Concur solutions. We had a clear buy-in from all teams with desired priorities and expected outcomes. The Finance department's priority was to improve compliance and policy adherence, HR department wanted to provide a great employee experience and improve productivity and IT department was looking to fast-track adoption of digital technologies to support their digital transformation vision.

Amandeep Bawa, Group Head – IT (AppS & Infra), Panasonic India

Manual expense management wasn't meeting the needs of a growing organization

With 1500 employees spread across the country, Panasonic India was looking forward to making its expense management process more efficient to boost its market competitiveness.

The company was managing its expense management processes manually. Most of the employees paid for travel and other expenses from their pocket and later filed claims to get reimbursements. As this process was manual and paper-led, the reimbursement cycles were long, and employees were unable to know the status of their claims due to the absence of a transparent approval tracking mechanism. Moreover, they couldn't submit claims while on the go.

The company's finance department had to spend a lot of time verifying and reconciling invoices. There was limited visibility into expenses so getting budgetary visualization for planning purposes wasn't possible. Additionally, ensuring and enforcing adherence to the spend policies was a major challenge for the finance department.

The HR department was concerned about the poor employee experience due to delays in the processing of the claims and disbursement of reimbursements.

In a nutshell, the manual process for T&E was resulting in productivity losses, affecting employee morale and making policy adherence and compliance difficult.

// The entire process was paper-based. Employees had to raise manual travel requests, which was tedious and time-consuming. We were looking to automate the process and selected a cloud-based T&E solution provider to give us better operational agility. //

Amandeep Bawa, Group Head – IT (AppS & Infra),
Panasonic India



A lack of visibility into the overall expenses of every department made preparing budgets difficult. Moreover, ensuring policy compliance and audit was another crucial challenge due to the previous manual expense management process. Adoption of SAP Concur solutions has helped us overcome these challenges.

Amandeep Bawa, Group Head – IT
(AppS & Infra), Panasonic India

Simplified expense management for improved visibility, compliance and employee experience

Panasonic India decided to implement SAP Concur solutions and integrated it with SAP ERP and SAP Success Factors solutions. While the integration with SAP Success Factors solutions helped fetch the employee data, other spend related data were accessed through the SAP ERP system.

Starting in January 2018, the implementation was completed in May 2018. The functionalities were rolled out gradually, and employees were trained to ensure faster adoption and usage.

The solution helped the company accelerate the claim approval process and shorten the reimbursement cycles. Employees can now submit claims quickly while on the go and track their claim status in near real-time. Even in the case of changes in management or approvers, the claim approval process remains unhindered, ensuring a smooth experience for the employees. The reimbursement cycles were shortened by 50% on average (from 14–30 days to 7-10 days).

A 30% improvement in operational efficiency has been a significant outcome of the solution. The finance department can now better maintain invoice repository as they have access to a system designed to support business rules, making policy adherence possible. The policy compliance is now more streamlined, and the audit process has also been simplified dramatically as the finance department can easily maintain audit trails.

The implementation of SAP Concur solution has made life a lot simpler for employees. They can now submit claims from home or while on business trips and check out the status of their claims as and when they want. As there is complete policy visibility, they know exactly what kind and category of expenses can be claimed and which are not allowed. They can now plan their travel in advance and get the bookings done in time as per the guidance of the pre-approved policies. In other words, employees have become more disciplined when it comes to making business expenses.

“Improved employee experience and productivity, better compliance and enhanced operational efficiency are some of the benefits we have achieved with the SAP Concur implementation. We have been able to realize savings of 15-20% in our T&E spend due to better spend visibility and policy adherence.”

Amandeep Bawa, Group Head – IT (AppS & Infra), Panasonic India



Operations have been made **efficient** by **20-30%**

Reimbursement cycles have been shortened by 50% from **14-30 days** to **7-10 days**

Travel and expense savings of 15-20% have been realized due to better visibility and policy adherence



The way ahead

Panasonic India has 16 group companies. Being a regional headquarter, the company is also responsible for managing the affairs of India, Dubai and Turkey markets.

After the successful implementation of SAP Concur in India, the company plans to extend its coverage to all of its 16 operating companies in the country, and then to Dubai and Turkey markets.



Our productivity has increased due to which we can manage more work with the same manpower. We have also redirected some of the manpower to carry out other essential and meaningful tasks.

Amandeep Bawa, Group Head – IT (AppS & Infra), Panasonic India

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 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.co.in or the SAP Concur blog.



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Featuring Panasonic India

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