



SAP Concur Solution/Why SAP Concur [Professional Services] | EXTERNAL

## Why SAP Concur? And the Cost of Doing Nothing

Helping Professional Services Mitigate the Risks of Outdated Expense, Travel and Invoice Management



## WHY SAP CONCUR?

AND THE COST OF  
DOING NOTHING

Are manual or outdated processes holding your professional services company back? Perhaps you've already streamlined your expenses, but booking travel and processing invoices is still arduous. If you're considering a change – it's natural to ask: Why? What's the benefit? And – **whether you're new to us or an existing customer** – how can SAP Concur help me? One way to answer these questions is to look at **what might happen if you don't act**.

In this eBook, we'll share with you:



Some of the risks you can minimise by investing in spend management solutions.



The benefits of joining up all three processes – expense, travel and invoice.



Key facts and figures that can help you build the business case for connected spend.



A look at how connected spend benefits businesses in your industry.

# Four Risks That Can Be Minimised by Connecting and Automating Spend Management



## Risk 1:

### Limited Visibility and Uncontrollable Costs

Are you confident that you have full visibility over all the expenses being submitted, trips being planned and invoices being processed by your employees?



## Risk 2:

### Falling Foul of Compliance or Regulatory Requirements

Is your business fully compliant with rapidly changing legal and regulatory measures? And are you confident you're billing clients accurately with a complete audit trail?



## Risk 3:

### Failing in Your Duty to Care for Your Employees

Can you instantly locate, communicate with and support your employees travelling on business anywhere, at any time? Especially when they've asked for immediate advice?



## Risk 4:

### Missing the Strategic View and Losing Your Competitive Edge

Do you have the tools, reporting and insights you need to help your organisation retain its competitive edge and remain profitable - rather than having to play a reactive, fire-fighting role?





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## RISK 1: LIMITED VISIBILITY AND UNCONTROLLABLE COSTS

Are you confident that you have full visibility over all the expenses being submitted, trips being planned and invoices being processed by your employees?

Manual processes – and siloed expense, travel and invoice data – can cost your business in lots of ways. It could be wasted time and lost productivity, eligible VAT that goes unclaimed, or spiralling costs caused by a lack of visibility.

By fully automating expense, travel and invoice systems with cloud-based, mobile-optimised tools, you can **reduce employee frustration, bill clients accurately and increase compliance**, with minimal fuss and upheaval.

Likewise, better tools to track spending can help people make responsible choices and give managers complete visibility into any excessive, fraudulent or unnecessary costs. All of this translates into savings for your business.

### Why SAP Concur?

Effective spend management comes from control and visibility. Outdated legacy technology and clunky, time-consuming, manual processes are open to human error and are buried beneath a complex system of internal processes. The inaccuracies and slowdowns they cause can also lead to auditing headaches, additional work and extra costs.

“We already had some experience of what SAP Concur had to offer in one of our American offices where its automated solutions were deployed. We had the fullest confidence that Concur Expense would work well on a global scale and that it could be implemented swiftly within operating practices.”

**Paul Harris**  
Global Business Applications Director, SDL



An automated expense, travel and invoice platform can improve productivity, reduce costs and increase visibility, to help you refocus your valuable time on more important tasks. **If you've already invested in SAP Concur, connecting your expense, travel and invoice tools will help you realise even more benefits**, including improved employee satisfaction and future-proofed processes.

### Smoother Processes

Most employee expenses come from business trips, with mileage being the most common expense type. But if you can't see what trips your employees have planned, you won't be able to budget for them accordingly. SAP Concur offers solutions to collect all your travel data into a single place – giving you more visibility into upcoming spend.

Plus, tools such as Concur Expense make everything so much easier when your employees are on the move. For example, using an app on their smartphone, employees can take photos of receipts and upload them directly to expense claims. Now they don't have to keep wads of receipts or waste time completing expense claims when they get back. It also means you get visibility into what they're spending, sooner.

### Greater Accountability

Incomplete, inaccurate or delayed spend data makes a mockery of budgeting. Managers can't be held accountable and **poor visibility inevitably leads to poor business decisions**, such as abrupt budget freezes.

But with a tool like Concur Budget, data is visible, delivered in near real-time, and actionable. Budget connects data from a range of SAP Concur solutions to create a comprehensive dashboard for spend – before and after it occurs. As a result, finance leaders, sales leaders, procurement, and project managers alike can see spending events unfold. Collectively, each employee making better decisions leads to better overall financials, strengthening the bottom line.

### The Benefits of Automation

Being able to see and report on company-wide spend from a single place can help you accrue, budget, spot spending patterns and control costs effectively, before they get out of hand. Automating expense, travel and invoice processes can cut the time employees spend on admin and reduce data-entry errors. And **if you have one comprehensive system, employees don't have to spend time learning a different tool for every process**.

Finally, by assigning expenses to cost centres and projects as you go, you can be confident the expenses you're billing back to clients are accurate and timely. You can **prevent disbursement write-offs** and **access an accurate audit trail** if costs are queried.

## AT A GLANCE...



**75% of finance leaders say their business often exceeds expense, travel and invoice budgets. And even more agree their expense, travel and invoice systems could be better connected for a single view of spend.<sup>1</sup>**



**Profitable companies are more than twice as likely to rate themselves 'very effective' at expense and travel management than less profitable companies.<sup>2</sup>**



**A typical company spends over 10% of its annual budget on expense and travel costs alone – yet 81% of finance leaders admit to blind spots when it comes to their company's expense, travel and invoice spend.<sup>3</sup>**



**The typical SME spends on average 16 working days chasing overdue payments every year. 7% of these businesses say persistent overdue payments could lead to redundancies, reduced innovation (10%) and the inability to pay salaries (16%)<sup>4</sup> The worst offenders? 56% of medium-sized businesses and 47% of larger businesses don't pay their suppliers on time.<sup>12</sup>**





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## RISK 2: FALLING FOUL OF COMPLIANCE OR REGULATORY REQUIREMENTS

Is your business fully compliant with rapidly changing legal and regulatory measures? And are you confident you're billing clients accurately with a complete audit trail?

With regulations in a constant state of flux, especially in Europe, **keeping up to date and playing by the rules is a key challenge for every business**. The risks of financial crime, data breaches and regulatory infringement place extra importance on financial transparency, data integrity and internal auditing. Not being up to standard in these areas means risking weighty fines and intense scrutiny. There just isn't the time or money to mismanage regulations, so companies need to work efficiently and precisely.

### Why SAP Concur?

A connected approach to spend management can keep you compliant across multiple areas. It can help you **weed out invoice costs being passed off as expenses, ensure you're correctly reclaiming VAT, and give you robust spend data and reporting** that can stand up to even the most intense tax-authority scrutiny. Not only that, but we use enterprise-class security solutions to boost cyber resilience and protect your business from cyber-attacks and financial crime.

## AT A GLANCE...



Over two thirds of finance leaders say they aren't confident their employees comply with travel and expense policies.<sup>3</sup>



Nearly half of all expenses and invoices aren't checked for inaccuracies and fraud, according to a survey of 500 senior finance leaders.<sup>1</sup>



One in five employees thinks it's okay to exaggerate expense claims.<sup>10</sup>



Nearly 90% of company car drivers admit to submitting an inaccurate claim in the past.<sup>11</sup>

### An Audit-Proof Process

Whether it's an honest mistake, a bit of 'creative claiming' hidden under mileage, or an out-of-date travel and expense policy that's impossible to stick to, having a process in place to review claims against a fair policy can help you get clarity. If you don't act, **fraudulent or inaccurate payments could slip through** which can have a hugely **negative impact on your reputation** – especially if these costs are billed back to your clients.

Assuming travel and expense claims are correct isn't enough. **If your local tax authority decides to audit, they will review your entire system from end-to-end**, including whether you have a clear and enforced process, as well as appropriate checks and controls in place. By automating expense and mileage claims, you can save employees time and make it much harder for 'mistakes' to happen. And auditing services like Concur Audit give you the confidence you need in the accuracy of your travel and expense data. As part of the process, Concur Audit checks the information and VAT calculations against receipts for improved tax and regulatory compliance.

### Claiming What's Yours

If your employees travel abroad on business, knowing what and how to reclaim VAT on their expenses is tricky. To make sure you're not losing out financially, but are also always fully compliant in this complex area, **SAP Concur partners with tax reclaim experts** to help streamline foreign VAT recovery.

### Keeping Ahead of the Regulatory Curve

Our connected spend management tools always keep pace with changing legal and regulatory demands, easing the pressure of compliance and tax-authority scrutiny.

Automated workflows adapt to changing policies, delivering real-time feedback and reporting on out-of-policy spend, so you won't need to draft in a team of people to plough through manual admin work every time there's a regulatory change.

### Security by Design

SAP Concur solutions adhere to industry practices for global data privacy, security and data governance. **Our services are developed with customer data protection and security in mind, aligning to both SAP and industry practices.** With data centres around the world, we give customers the option of where their data is processed. And we apply robust security measures by maintaining activity records, privacy-by-design checks, privacy impact assessments and new privacy rights within product cycles.





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### RISK 3: FAILING IN YOUR DUTY TO CARE FOR YOUR EMPLOYEES

Can you instantly locate, communicate with and support your employees travelling on business anywhere, at any time? Especially when they've asked for immediate advice?

Every time an employee travels, **you have a legal duty of care to predict the risks they face and be able respond to them.** But visibility is becoming more and more of a challenge when employees consistently book independently, outside of your chosen booking tool or travel management company.

Today's employees are inundated with offers from travel sites and suppliers. Perhaps they get an offer from their favourite hotel – or they find a better seat on a different airline (without negotiated rates) – and without thinking, they book direct.

It's all too easy for them to forget, or neglect, to book it through your corporate booking tool. But without this data, you don't know where they are, where they're going, how they're getting there or what they're spending. This also means that, in the event of a real emergency, you might not be able to locate them and provide the assistance that they need.

“We had an archaic system of spreadsheets which was very manual but now employees are now more conscious about what they are spending on expenses from a cost point of view as SAP Concur promotes employees' ownership of their expense spend.”

**Dan Moran**  
Global Finance Manager, McKinney Rogers





### Why SAP Concur?

Capturing and consolidating travel and expense data in real time, combined with intelligent communication services, can help ensure your employees are always safe and accounted for.

**Dozens of data points can be combined to give the full picture of travel and expense spend.** Data from various bookings, corporate credit cards and even ground transportation apps can be captured and combined to provide a comprehensive overview of a traveller's movements and location against their schedule.

### Know Before They Go

To address the challenges of employee-initiated travel, a tool such as Concur TripLink captures advance data about flights, hotels, rail, car hire and more, no matter where the booking was made. It gathers all this data into a single handy itinerary for travellers – and gives you easy access to traveller information to help you locate them if necessary.

### Total Risk Management

Going a step further, SAP Concur Locate provides a dynamic support system that can find and reach any of your employees – anywhere, at any time. It can dynamically map locations and risk levels, so you can assess safety levels of all employees – even when their plans change. It might even be as simple as knowing exactly how to reach employees and get the help they need if they fall ill abroad.

To keep in touch, you can use voice, email, SMS or the SAP Concur mobile app and confirm that messages were read. Our Active Monitoring service can track global events that might affect employees and help you act when needed. And in an emergency, the Concur Locate risk management solution can pinpoint employees' locations, support communication and even send help if necessary, putting boots on the ground through our partner Healix.



### AT A GLANCE...



**77% of finance leaders said they weren't confident their business could quickly and accurately locate business travellers in the event of an emergency.<sup>3</sup>**



**In the last 15 years, travel spend has doubled to more than \$1.2 trillion<sup>5</sup>, with employee-initiated spend the second-largest expense in many organisations.<sup>6</sup>**



**41% of business travellers that had been near to a terrorist incident or natural disaster said that they were not contacted by their company at all.<sup>7</sup>**



**More than two thirds of UK, French and German travellers admit to making at least one business-travel booking outside of official channels every year.<sup>7</sup>**

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## RISK 4: MISSING THE STRATEGIC VIEW AND LOSING YOUR COMPETITIVE EDGE

Do you have the tools, reporting and insights you need to help your organisation retain its competitive edge and remain profitable – rather than having to play a reactive, fire-fighting role?

Streamlining processes **frees you up to focus on the more important and strategic aspects of your role.** Your business relies on you to provide insight – something that cannot be achieved without a foundation of comprehensive, connected and reliable data.

Without fit-for-purpose technology, CFOs are unable to facilitate timely analysis and take informed, strategic decisions.

### Why SAP Concur?

If they are to truly lead and influence, finance leaders need the best available technology. According to a recent Gartner report<sup>9</sup>, CFOs need technology to facilitate timely analysis and decision-making, monitor performance, and inform business decisions using quality data.

### AT A GLANCE...

**98%** of finance leaders agree it's important to have total control over spend management.<sup>1</sup>

**54%** of EMEA companies admit that IT and Finance don't see eye to eye on expense, travel and invoice priorities.<sup>8</sup>

**44%** of companies are satisfied with their expense and travel reporting and analytical capabilities.<sup>8</sup>

**95%** of CFOs consider cloud-based applications as critically or very important to successful financial performance.<sup>2</sup>





### Smarter budgeting

Traditional budget solutions lack the flexibility, organisational scale and ease of use necessary to meet these business needs. Such solutions tend to focus only on planning, doing little to help finance leaders **empower budget owners to make informed decisions, based on quality data**, in near real-time.

With a solution like Concur Budget, line managers get access to timely, actionable insights that were once available only to the C-suite. Suitable for companies large and small, optimising budgets becomes a universal opportunity.

### Joined-Up Thinking

Another classic organisational challenge is that expense, travel and invoice spend are often handled separately by different teams. Implementing **simple processes that connect into a single system is a strategic move that will help you make better decisions** and enable you to report on employee spend – wherever it happens, whenever you need it.

An automated expense, travel and invoice management process can improve employee experience and reduce spending. Some 75% of companies with a unified strategy reported high satisfaction with travel and expense tools, compared to just 35% without a unified strategy.<sup>8</sup> This can be accomplished by full alignment of IT and finance, allowing both departments to accomplish their own goals.

### Data-Driven Decisions

Concur Intelligence can help you drive better business performance and introduce decisive change using the right data at the right time. It delivers the data and tools you need, to control spending – even before it happens.

Expense, travel, invoice, ERP and credit card data are integrated for a single, accurate and complete view into spending. Interactive dashboards, reports and alerts provide a real-time view into what's being spent and who is spending it. You can enhance reports or create your own custom dashboards to track your company's spending patterns and buying behaviour. With Intelligence you can also automatically distribute reports, alerts and dashboards to your key stakeholders with data customised to each audience's specific needs.



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## HOW CONNECTED SPEND **BENEFITS** PROFESSIONAL SERVICES



### Professional Services

Time is money, and your reputation is on the line every day. You must account and have an accurate audit trail for every expense you bill back to your clients. You grapple with strict regulatory compliance and can't afford the inefficiency, inaccuracy, and lack of transparency that come with paper-based processes. SAP Concur makes it simple to track spending by project and gain insight into every penny. Now, your business can access the insights required for more informed, strategic decision-making that helps your business remain profitable.

"Workforce buy-in was very positive and training required minimal effort... Employees generally found the system easy to use and found the mobile app helpful in order to keep track of and submit expenses."

**Mandeep Sharma,**  
Project Manager, SDL

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### Sources

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<sup>3</sup> Connected Travel and Expense Management: How Companies of All Sizes Can Make Spend Visible

<sup>4</sup> Invoice Utopia: A Vision of the Future, SAP Concur

<sup>5</sup> Global Business Travel Association, 2016 6 Juniper Research

<sup>7</sup> Duty of Care survey, SAP Concur, 2017

<sup>8</sup> The Power Of Real-Time Insight: How Better Visibility, Data Analytics, And Reporting Can Optimize Your T&E Spend, SAP Concur/Forrester Consulting

<sup>9</sup> Gartner report

<sup>10</sup> 2011/2012 YouGov survey commissioned by Concur

<sup>11</sup> 90% of Company car drivers fake mileage reports 'costing companies millions', Flexed

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