

7 Ways Finance Can Become the New Champion of Employee Experience



In a world where organizations are looking for every morsel of advantage, improving the employee experience can provide impressive results. According to Gallup, employers who focus on employee engagement experience 17% higher productivity¹, 24% lower turnover², and 21% higher profitability.³

But creating a great employee experience isn't just an HR function. In fact, **finance has a significant role to play in implementing the technology and processes necessary to help employees focus on meaningful work instead of paperwork.** Not only does it make life better for employees, but it makes things easier for finance. For example, by making sure the tools their employees use to submit expenses, process invoices, and book travel are easy to use, finance can also achieve the visibility and compliance they need to control costs, forecast cash flow, and gain insights that help the bottom line.

No matter how you look at it, improving employee experience is finance's business.

Here are the seven steps finance should take to start improving employee experience.

68%

of firms say employee experience is an important factor in delivering on business objectives.⁴



01

Establish Your Goals

Just as you'd never set out to improve revenue without first determining quantifiable goals, you must first define what success will look like before you can improve the employee experience. Goals like adoption, user satisfaction, and compliance with programs should be established, along with the KPIs you'll use to measure performance.

Top Employee Experience KPIs:

50%: Employee Productivity

48%: Employee Satisfaction with Technology

44%: Performance Assessments

44%: Cost Savings

44%: Employee Engagement

35%: Solution Adoption

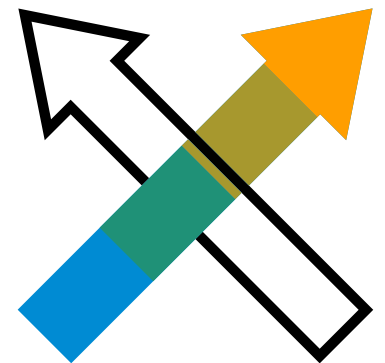
34%: Workflow Bottlenecks/Technology Friction⁵

02

Build a Cross-Functional Team



Employee experience is everyone's responsibility. finance must work closely with IT and HR to implement the technology and processes necessary to help employees work smarter by reducing the time it takes to do time-consuming tasks like expense reports and managing travel. When finance, IT, HR, employees, and business managers work together, you can quickly identify your most critical employee experience challenges and collaborate on ways to solve them.



03

Determine Employee Pain Points



When it comes to improving the employee experience, there's no one-size-fits-all solution. Instead, you must keep in mind both your goals and your culture to discover the most effective path. Here are a few questions you can ask your team to help brainstorm issues and potential solutions:

- Do our tools provide the best user experience for employees?
- Can our tools automate time-consuming, manual tasks like expense reports and invoice reconciliation?
- Is finance able to access spend data automatically, or do we have to continuously bother employees to get that information?
- Are our business travel booking tools easy to use? Do they provide the data we need to control costs and provide duty of care?
- Have our solutions been able to scale as we grow?
- Do our tools work together, or do employees have to hassle with multiple systems?
- Are our tools mobile-friendly so employees can work on the go?



Top Employee Complaints About the T&E and Invoice Process:

45%: Invoice approval is difficult or takes too long



42%: Manual entry of invoices is time-consuming and error-prone



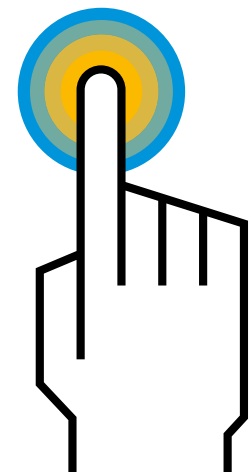
35%: It takes too long to submit expenses




32%: Current tools don't work with apps already being used



32%: Travel booking process and tools are cumbersome and restrictive⁶





04

Evaluate and Implement Technology and Process Solutions

Given the role technology plays in nearly every business process, the most impactful employee experience initiatives will likely involve adding new tools or platforms.

A solution like SAP® Concur® can automate and integrate travel, expense, and invoice processes to help create a smoother, simpler experience for employees across the organization. Easy-to-use apps for travel management, expense reporting, and invoice processing not only improve the employee experience, but help you improve compliance, duty of care, and visibility into your spend data across the enterprise.

With a robust solution like SAP Concur, you can impact employee experience in ways you may not have yet considered: automating mileage tracking to improve accuracy and ease of reporting; freeing your teams with additional user support services; adding human-powered receipt auditing; or powering up your insights with personalized reporting developed with an expert in expense analytics.

“With the Expenselt® add-on, I can take a digital photo of my receipt and have most of the pertinent details automatically imported to my expense report. It’s a massive timesaver.”

SAP Concur user, G2 Crowd, 2019

05

Establish a Pilot Group

Don't try to improve the employee experience across the enterprise all at once. Instead, identify a pilot group of early adopters or power users to make sure the solution is the right fit. For example, for a solution like Concur Travel, you might want to target sales staff who travel frequently and live on their phones. You'll then be able to use their success stories later to help drive enterprise-wide adoption while making sure the solution accomplishes your overall employee experience goals.

“It is a tool that now we can't imagine living without. It also allows staff to devote their time to other projects.”

SAP Concur administrator, **G2 Crowd**, 2018



06

Drive Employee Engagement with the New Solution

Employees may be wary of learning yet another app, even if it will improve their work lives in the long run. To help boost engagement, take the time to roll out the new solution to employees just like you would a new product to customers. By taking the time to market the new tool to employees and provide training, you'll make it easier for employees to adopt the new tool, as well as improve its ROI.

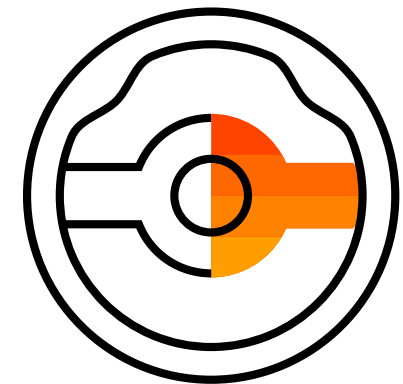
Top Business Benefits of Improved T&E and Invoice Solutions:

43%: Increased automation

37%: Increased employee productivity and satisfaction

33%: Improved efficiency for faster reimbursement cycles

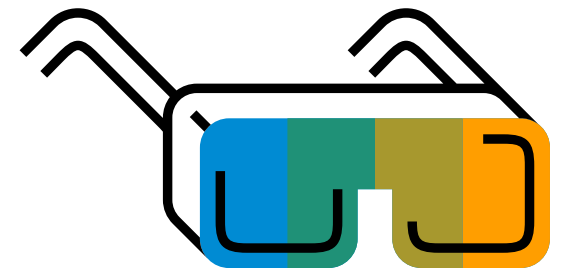
31%: Improved employee experience⁷



07

Optimize and Refine

Once your new solution is in place, solicit continuous feedback from employees. A tool like **Qualtrics** can help you uncover the insights you need to close any experience gaps and improve engagement with the new solution. Use these insights to learn exactly how the tool is being used throughout the enterprise and what you need to do to drive increased engagement.



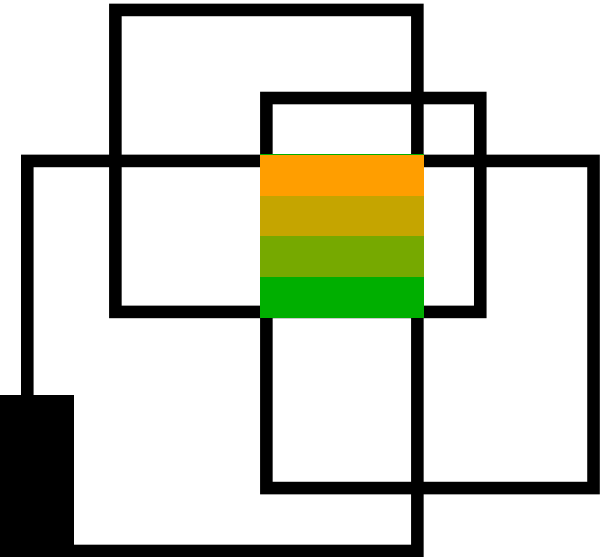
Improve the Employee Experience with SAP Concur

With SAP Concur, you can make the travel, expense and invoice process smoother and simpler for both employees and finance.

Learn more at concur.com

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 top-rated SAP Concur mobile app guides employees through every trip, charges are effortlessly populated into expense reports, and invoice approvals are automated. By integrating near real-time data and using AI to audit 100% of transactions, businesses can see exactly what they're spending without worrying about blind spots in the budget. SAP Concur solutions eliminate yesterday's tedious tasks, make today's work easier, and help businesses run at their best every day. Learn more at concur.com or the SAP Concur [blog](#).



¹⁻³ Gallup, *State of the Global Workplace*, 2017

⁴⁻⁷ Forrester SAP Concur, *Improve Travel, Expense, and Invoice Management to Drive Better EX*, December 2019