



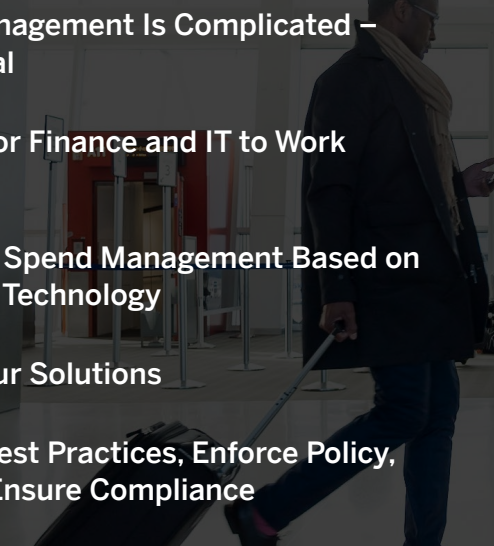
SAP Concur 

SAP Concur Solutions

## **Intelligent Spend Management** for Travel and Expense

Every source. Every category. One unified view.

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## Spend Management Is Complicated – and Critical

The success of your business depends on effective spend management. It is a key factor in making your entire organization more responsive and flexible. Yet, spend visibility and management have never been more complex, due to:



Spending that's spread out across the organization – with key spending categories managed by different business functions



Employees who are more empowered than ever to buy what they need to get business done



An intricate and changing regulatory environment affected by fluctuating international tax, trade, and immigration requirements



The impact of spend decisions on product satisfaction and safety, employee productivity, and brand reputation

It is up to finance leaders to manage it all with the help and guidance of IT by implementing **intelligent spend management**.





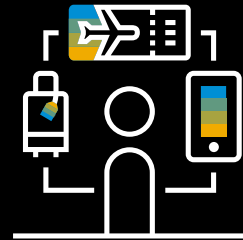
## It's Time for **Finance and IT** to Work Together

Finance no longer just tracks cost savings and reports on numbers. CEOs are increasingly dependent on finance leaders to support all lines of business (LoBs) with data-driven insights and recommendations on budgets and investments. This includes making decisions on increasingly complex spend management priorities.

Without the right technology to bridge the gaps that often exist between spend categories, tackling those complexities is difficult, if not impossible.

That's where IT comes in.

By **collaborating and communicating** with finance teams, IT leaders can find solutions to these spend management challenges while also meeting critical data and security requirements, controlling costs, and ensuring a positive, user-friendly experience.



**75%**

Of companies with a unified IT and finance strategy report high user satisfaction with travel and expense tools, compared to only **35%** with a nonunified strategy.<sup>1</sup>



## Intelligent Spend Management Based on Intelligent Technology

Managing spend today means constantly measuring and mitigating risk across spend categories while also equipping your organization to move at an ever-accelerating pace – all without sacrificing your core business in the process. There is no room for uncertainty. Enterprise-wide spend intelligence is a must.

**Intelligent spend management** equips you to work across sources and spend categories to bring visibility, certainty, and control through **one unified view of spend**.

To make the best spend decisions, you need intelligent technology that allows you to:



Align spend to corporate priorities



Manage spend in near-real time



See all spend data in one place

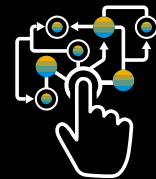


Automatically enforce policy



**95%**

Of finance, procurement, supply chain, and IT leaders globally find value in having an intelligent spend management platform.<sup>2</sup>



**50%**

Of organizations will invest in new intelligent applications with capabilities to facilitate enterprise-wide, end-to-end workflows by 2020.<sup>3</sup>



## SAP® Concur® Solutions

Corporate travel is a major spend category for many businesses large and small. Keeping your people connected with each other and your customers is critical – but so is keeping those costs under control. SAP® Concur® solutions enable intelligent spend management for travel and expense that breaks down barriers to bring all of your spend together in one place. They offer finance control and the ability to orchestrate spending across categories while also providing a simple user experience and minimizing the burden on IT.



### CONCUR EXPENSE SOLUTION

Make expense reporting simpler, faster, and more accurate by automatically categorizing and mapping expenses based on receipt images, streamlining expense management, enforcing policy compliance, and reimbursing employees more quickly.



### CONCUR TRAVEL SOLUTION

Simplify corporate travel and control costs with access to a broad range of global travel brands, complete insight into travel spend – including supplier-direct bookings – and enforcement of internal travel policies and external regulations.



### CONCUR INVOICE SOLUTION

Automate invoicing, stay on top of spending, and maximize profitability by capturing invoices using machine learning, eliminating late payments, managing cash outlays, streamlining purchase requests, and automating approvals.



### SAP CONCUR APP CENTER

Manage tax, compliance, fraud, events, payments, and more with more than 200 partner apps that integrate with SAP Concur solutions.



## Support Best Practices, Enforce Policy, and Help **Ensure Compliance**

Bring all types of spend across categories and channels under management so you have the visibility to ensure your people are making the right spend decisions for your bottom line. With SAP Concur solutions integrated with your broader ERP systems, you can:

- **Centrally manage expenses and invoices** to speed reimbursements and eliminate duplicate payments
- **Build compliance into spend processes**, including spend types, monetary limits, monetary transaction types, terms and conditions, and category rules for travel, expenses, supplies, services, and more
- **Automatically apply spending controls and audit rules** to every transaction to eliminate manual cross-checking of purchase orders, invoices, and contracts and quickly identify errors and fraud
- **Capture once-invisible spend** – such as for supplier direct travel bookings – to apply best practices consistently and help ensure prearranged corporate discounts are honored
- **Centrally manage compliance** with tax, trade, immigration, and other regulatory requirements



**62%**

More employees follow internal travel and expense policy with SAP Concur solutions.<sup>4</sup>





## Simplify Spend Management and Tighten Controls Through Integration

Deliver the best-possible spend control and smooth, engaging user experiences tailored to each category, process, and user. With intelligent spend management, you can:

- **Manage spend categories** end to end by type, supplier, terms, contract, and policies
- **Make employees happy while helping ensure smart spending choices** by giving them access to the travel and hospitality brands they love and building spending rules into each transaction
- **Automate processes and spend controls** with intelligent technologies such as AI, machine learning, and natural-language processing
- **Integrate spend management** with accounts payable systems and processes led by finance
- **Reduce risk without overspending** by tapping into travel, expense, and invoice data to manage everything from tax payments and reclaims to regulatory requirements
- **Give budget owners full visibility and insight** to control and adjust budgets to changing business needs



Finance employees save **500 hours per year** with an integrated expense, travel, and invoice solution.<sup>5</sup>





## Unify Your View of Spend Across Sources and Categories

Gain a single source of truth for spending data as well as a central place to unify, clarify, and harmonize that data. Gone are the days of cobbling together reports from different systems. Now, you can have full budget and cost transparency as well as insights and recommendations on the next-best action to take. You'll be equipped to:

- **Proactively monitor and manage** employee discretionary spend early in the process
- **Provide powerful tools** to help frontline managers and teams spend more wisely
- **Manage risk** consistently and uniformly across all spend categories
- **Analyze spend and key performance indicators** at any level in near-real time to act in the moment
- **Align spend with corporate priorities** to drive both innovation and growth of your core business
- **Negotiate better rates and contracts** with spend data from across categories

**98%**

Of finance leaders say it's important to have total control over spend management, yet **81%** lack total visibility into travel, expense, and invoices.<sup>6</sup>

**62%**

Of procurement executives cite the siloed nature of spend as one of their top digital transformation challenges.<sup>7</sup>

**43%**

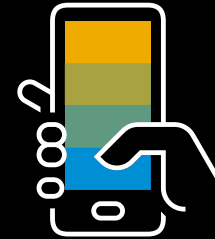
Of decision-makers want to improve reporting and analytics of spend data.<sup>8</sup>



## Simplify IT Management with Unified Systems and a Better User Experience

By integrating SAP Concur solutions with your existing IT landscape, you get spend management that is synced with your core ERP system. Mobile apps and centralized data mean finance and other LoB teams can get the insight they need, when they need it. This saves users and IT teams time and money by allowing them to:

- **Manage expenses and travel on the go** – from booking and managing itineraries to capturing receipts and submitting expense reports – with a top-rated, user-friendly mobile app
- **Run self-service, multilevel, ad hoc expense and invoicing analytics**, accelerating decision-making and freeing up time for IT
- **Streamline maintenance** with a single, unified system that is automatically updated in the cloud and connects with SAP S/4HANA® based on the SAP Intelligent Enterprise Framework methodology
- **Reduce resources devoted to integration** by keeping data and processes moving smoothly across systems
- **Easily adapt and extend solutions** to match your unique needs using APIs and an open architecture framework
- **Reduce risk** with a proven cloud solution infrastructure that meets security certification, data center, and service-level-agreement requirements for every market where you do business

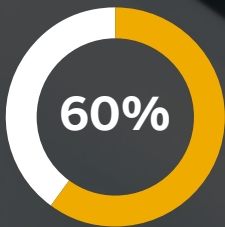


SAP Concur mobile app has **4.7 out of 5** stars on iTunes.

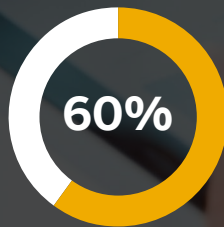


## The **Benefits** Are Clear

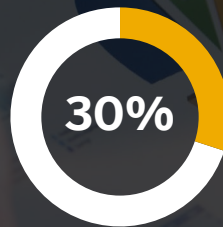
With SAP Concur solutions, organizations are achieving the following results:



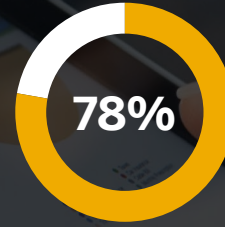
Of customers seeing better ROI with Concur Expense and Concur Invoice<sup>9</sup>



Less time to complete an expense report<sup>10</sup>



More efficient accounts payable staff<sup>11</sup>



Less time to book a business trip<sup>12</sup>



Three-year ROI with five months to pay back<sup>13</sup>



## Bring Every Spend Category **Under Control**

Travel, expense, and invoicing are just a few of the components in total intelligent spend management. Sourcing, procurement, and external workforce management must also be brought into the fold.

With SAP Ariba® solutions, you have the spend analysis insight to make better sourcing decisions as well as the visibility to negotiate best-value agreements on direct and indirect materials. Plus, you are connected to one of the world's largest supplier networks – giving your people access to preferred vendors and allowing them to communicate and transact in full transparency.

With SAP Fieldglass® solutions, you are also connected to an established network of talent partners and services providers, allowing you to simplify the process of engaging and managing a global, external workforce. Not only will you have the freedom and flexibility to reinvent how work gets done – you will have the visibility and control to do it at the lowest possible cost.

Visit us to find out more about how combining [SAP Ariba solutions](#) and [SAP Fieldglass solutions](#) can bring your intelligent spend management strategy full circle.





## Learn More



### ABOUT SAP CONCUR SOLUTIONS

SAP Concur solutions simplify expense, travel, and invoice management for greater visibility and control. For more than 20 years, these leading, innovative solutions have kept customers a step ahead by delivering time-saving tools, connected spending data, and a dynamic ecosystem of diverse partners and apps. User-friendly and business ready, SAP Concur solutions unlock powerful insights that help businesses reduce complexity and see spending clearly so they can manage it proactively. For more information, visit us [online](#).

1. "[Getting Better Mileage out of Your Travel, Expense, and Invoice Solutions: When Finance and IT Collaborate on New Solutions and Processes, Companies Win](#)," Forrester Consulting thought leadership paper commissioned by SAP, January 2018.
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3. "[IDC FutureScape – Top 10 Worldwide Intelligent ERP 2019 Predictions](#)," IDC, December 7, 2018.
4. "[Empower Organizations to Digitally Transform Their Expense, Travel, and Invoicing Processes](#)," IDC white paper sponsored by SAP, October 2018.
5. "[Elevate Business Performance and Better Manage Spend with Automation – The Small and Medium-Sized Business Expense, Travel, and Invoice Management Landscape](#)," AMI-Partners report sponsored by SAP, February 2018.
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7. "[The Business Value of Intelligent Spend Management](#)," IDC InfoBrief sponsored by SAP, August 2019.
8. "SAP Intelligent Spend Management Study," IDC, Sponsored by SAP, September 2019.
9. Customer benchmarking by SAP.
- 10.–13. "[Empower Organizations to Digitally Transform Their Expense, Travel, and Invoicing Processes](#)," IDC white paper sponsored by SAP, October 2018.

[www.concur.com/intelligentspend](http://www.concur.com/intelligentspend)

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