SAP Concur

The new normal isn't business as usual.

Here's why that's
a good thing.

THE BEST RUN SAP

96%
of Travel Managers

say their companies were not fully prepared to manage travel during COVID-19.

Global Travel Manager Report, 2020

Change, as the pandemic has clearly reminded us, is never easy.

But that doesn't mean that all change is all bad. There are always opportunities; there are positive outcomes to be found. We've learned a lot about what business can do, how technology can help, and frankly, just what we're capable of when push is rudely introduced to shove.

Let's look at business travel as an example. When you invested in SAP Concur solutions, you weren't expecting that travel would change so completely and that monitoring it so closely would become so critical. But now, locating travelers in an instant – and seeing what they're spending – is an absolute must. Fortunately, your solution is capable of making sure you can capture and support it.

Visibility, flexibility, and safety are critical to a thriving travel program – not to mention their importance to the engagement and productivity of employees.

This *is* the new normal, and it's something you've known all along.
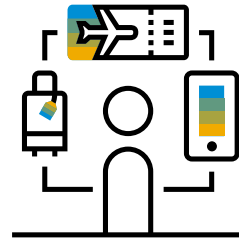
Let's make something good even better.

You've already put SAP Concur solutions to work. Before the crisis, you were delivering a responsive, flexible travel program by connecting your travel and expense processes together and to your existing finance and ERP systems.
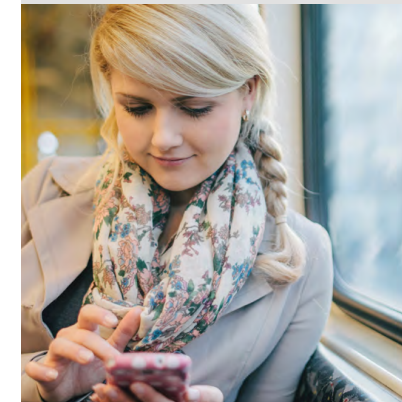
You saw the need to see more of your spending.

Now, by expanding the Concur Travel and Expense solutions you have in place – and by bringing finance and travel teams together, you can:

Give yourself more control over spend.

Get the travel data you need to manage cost and compliance.

Make business trips more productive.

Give travelers more ways to book *within* your policies.

Create a safe, simple experience for employees.

Give travelers apps that keep them organized and help them stay one step ahead, so they can focus on business.

And, most importantly, you can support your duty of care requirement with full visibility into who's traveling where and when – so if another disruption big or small occurs, you can find, contact, and bring your people safely home.

Controlling spend is now normal.

Business travel programs weren't bad before the pandemic changed everything; they were perfectly fine. Like a seat in First Class, they got you there, were comfortable, and convenient.

Taking travel programs further means moving from being a passenger to flying the plane, because you're in charge of everything and you know where everyone is going.

Your SAP Concur investment already gives you much of this control. But with simple additions to your solution, your finance and teams can get a better handle on the process.

98% of Travel Managers

expect their companies to make near-term changes to their travel policies.

Global Travel Manager Report, 2020

Keep your people safe.
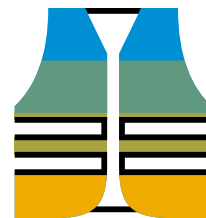
As traveler safety becomes more of a concern, extending your SAP Concur solutions becomes more of a necessity. Because no matter where your people are, you need to be able to find them, reach them, and if needed, retrieve them.

By making more of your solution, you'll have corporate card data mapped to itinerary details, so you can pinpoint travelers regardless of how or where they

booked. You'll not only meet your duty of care requirements, you'll exceed your employees' expectations for safe, secure travel. They'll know you're there for them, so they can focus on work instead of wondering what they're walking in to. And if there's ever an emergency, you'll immediately know who's affected, so you can act accordingly.

Keep your people happy and productive.
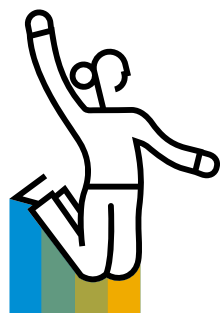
The worst part of business travel is the busywork – having only one way to book; saving, tracking (not to mention losing and searching for) paper receipts; then, when you get home, adding every detail into an expense report. This takes time out of the workday and joy out of life.

Expand your SAP Concur solution, and you eliminate these manual, menial tasks. Employees can choose how they book – including direct bookings with brands like British Airways, Uber, or Airbnb. They'll get updates on things from seat availability to gate changes – even safety details on the neighborhoods they're visiting, so they can make the best choices on the road. Travelers also get an easy app for their entire trip, so they not only get a consolidated itinerary, they can replace paper receipts with photos and let their expense reports write themselves.

The best part? Data flows right into your system, so charges are automatically populated, itemized, and categorized. Employees get to be productive, you get the data you need, fraud goes down and compliance goes up, and everyone's happy.

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Keep your eye on the details.
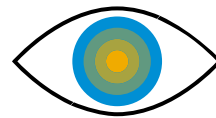
By expanding your SAP Concur solution, you can see even more of the data that keeps your business moving – like itineraries and transactions. Now you can put that data to work.

When you can see that data neatly organized in roles-based dashboards, you can track trends, analyze spending, and spot opportunities to negotiate better rates. Compliance won't be a concern, because you'll have the data to stay ahead of regulatory requirements. You'll also have access to apps to help you breeze through VAT reclaim. Even better, your managers will know where the budget was, is, and will be, so they can channel funds where they're needed most.
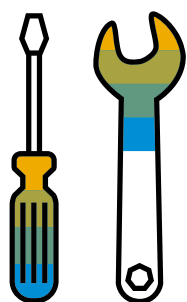
Tools you can work with.

Here's how you make it all happen. Supplement your SAP Concur investment with the following solutions, and you'll see more adoption and see even deeper into hidden spend. That means you can do even more to control it.

Concur TripLink:

Let travelers book directly with suppliers, while capturing and controlling what they're spending.

TripIt Pro:

Offers a better way to keep your employees organized and stay one step ahead with updates on flight delays, gate changes, and neighborhood safety details.

Intelligence:

Get more transparency into spend, so you can control costs, improve compliance, and improve budget accuracy.

Concur Request:

Manage spending before it happens by reviewing travel costs before they're booked.

Budget:

Empower managers to track what's spent, what's available, and what's pending, so you get a better handle on the budget.

Concur Drive:

Take the guesswork out of managing mileage, removing the manual tracking and data entry to make it virtually automatic for employees and more accurate for you.
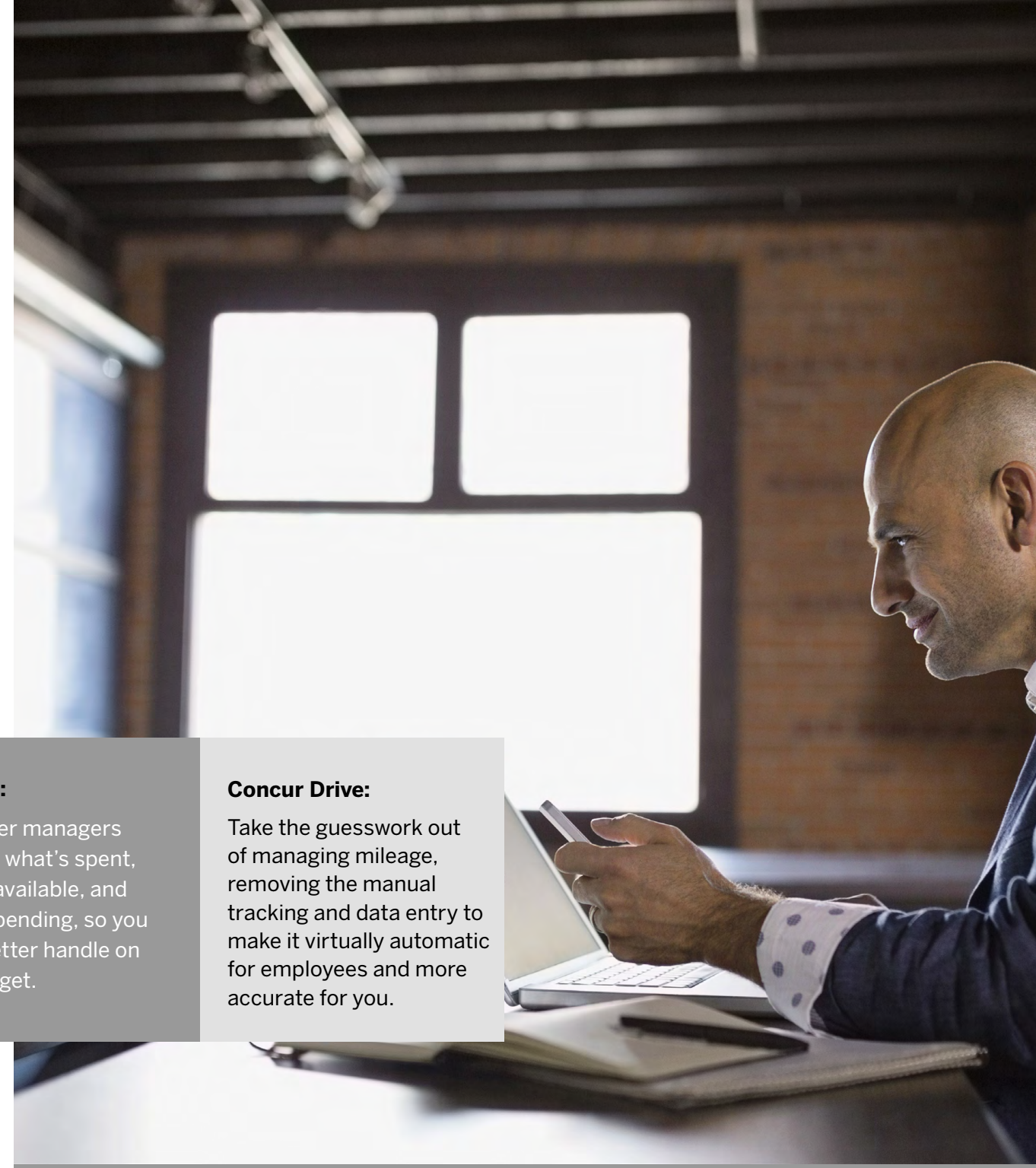
38% of Business Travelers

ranked health and safety as the most important factor when traveling for business.

Global Business Traveler Report, 2020

Taking to the skies again doesn't mean leaving things up in the air.

Businesses will start traveling again – taking to the road and the rails to take meetings face to face and take clients out to dinner. And by taking full advantage of your SAP Concur solution, you can take the guesswork out of where your employees are and what they're spending.

That's the new normal, and it's very good news.

Visit **concur.com** to learn more.

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