

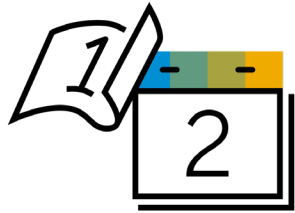
# Building Resilience for the Long Run: How Your Relationship With SAP Concur Can Help

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THE BEST RUN 



The business environment continues to evolve, and no one is sure where it will be in six months or a year.



84%

of executives surveyed said it will be years until we understand the full impact of the pandemic.<sup>1</sup>



90%

of finance leaders said the current business environment has forced their organizations to completely rethink their approaches to travel and expense management.<sup>2</sup>

Rather than try to predict the future, smart businesses build resiliency by gaining ever-more granular control of their finances and spend so that they know they have the cashflow to withstand crises and pursue opportunities.

Learn how SAP® Concur® will partner with you, side by side, to build the resilience needed for the long-term health of your business.



Financial leaders will take an increasingly important role in navigating business through these rough waters. The most successful will be those with the most **complete data** and the **deepest insights** upon which to make the **best decisions**.

– Jim Lucier, President, SAP Concur



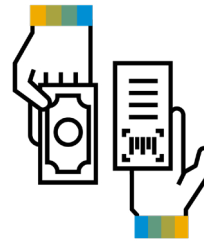
# With Unexpected Challenges Comes Unexpected Opportunity

The continuing effects of the COVID-19 crisis have made businesses pause and reassess. Fortunately, your organization is already one step ahead. As an SAP Concur customer, you know it's important to have a spend management solution that provides a complete picture of expenses – even the “hidden” spend that sometimes gets lost.



## Typical spend:

P-cards, virtual cards, approved vendors, TMC, invoices



## Hidden spend:

Cash spend, mileage, outside bookings, “miscellaneous” category spend

When you know where every dollar is going, you can get a complete, consistent view with more accurate data so you can fine-tune how you optimize spend. You can automate processes further to ensure policy compliance, reduce fraud, and make work easier for busy employees. You can uncover inefficiencies in payment channels, identify top suppliers to negotiate costs, and find other savings opportunities.



# 95%

Executives who say that using real-time data analytics has helped their organizations ensure that spend and operations align with company goals<sup>3</sup>



# Getting the Most From Your Spend Solution

Beyond creating consistency and clarity in your finance processes to help control costs, our goal is to help you get the most from your SAP Concur solution so that you can handle bad times and excel in good times. Our customer service doesn't end when you've completed implementation. As we know all too well, circumstances and businesses evolve; your SAP Concur solution should evolve, too.

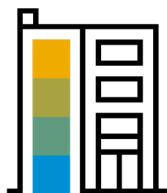
A Gartner research survey of financial executives shows "...companies that act decisively and continue to invest while having a cost optimization approach outperform their peers as a market stabilizes."<sup>4</sup> Whether times are challenging or booming, you can get help from your dedicated Customer Engagement Executive to review your business and uncover the insights, configuration best practices, and features to best optimize your SAP Concur solutions, year after year.



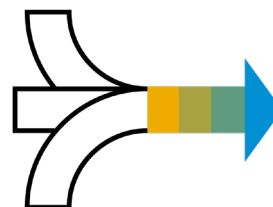
**Did you get a new ERP system?** Give us a call for assistance in connecting Concur® Expense to it.



**Has your business model shifted so you have more people driving?** Let us know so we can help you track that spend.



**Are you opening a branch office in a different country?** We can help make sure you're tracking VAT or other local taxes correctly.



**Have you undertaken a recent merger?** Call us to discuss the best way to get the new team onboarded.

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Our team knows that **managing through change** requires more than just the right technology. Our people are dedicated to working side-by-side with you to navigate through whatever lies ahead.

– Jim Lucier, President, SAP Concur

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# Extending Value Through Innovation and Community

Another way we seek to maximize value for our customers is through continued innovation. We listen to our customers, innovate with the latest technologies, and never accept the status quo.

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## Listening, Responding, Innovating



At **Concur® Labs**, we look at the problems our clients face in unique and innovative ways to bring you solutions you didn't imagine could exist.



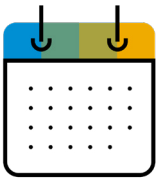
Learn what's new with our products, as well as see product roadmaps for upcoming features, at our annual **SAP Concur Fusion** conference.

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You can also get support and share best practices with peers via a global community of customer user groups, leadership councils, webinars, and events like SAP Concur Fusion Exchange. Configuration and automation of rules and policies that are unique to particular industries can add value to your SAP Concur solutions, so connecting with peers who face similar challenges can be particularly helpful. Together, our community and our experts help you get the most out of your SAP Concur investment.

# The Numbers Behind SAP Concur Solutions

SAP Concur will be by your side, in both good times and challenging circumstances. Our stability, experience, and breadth of offerings speaks for itself:



**1993:** In business for more than 25 years and counting



**75%:** Of Fortune 100 and 500 companies are our customers



**46K:** Number of our customers in 150+ countries



**50+:** Integration with 50+ ERPs



**24/7:** Global customer service availability



**~200:** Apps available in the SAP Concur App Center



**~66 million:** End users booking travel and processing expenses through SAP Concur solutions



# How Can You Optimize Your SAP Concur Solutions Today?

With new business paradigms developing via remote work and technologies that help address changing circumstances, now is a great time to explore all the capabilities of your current solution to optimize its value even more.

## With SAP Concur solutions, you can:



- Work with your Customer Engagement Executive to assess how well your enterprise is leveraging its SAP Concur investment.
- Capture blind areas of spend, such as mileage and travel booked directly with suppliers.
- Get a view of spend before it happens by enabling Concur® Request.
- Provide department managers with solutions to help them proactively manage budgets.
- Customize reports to meet your specific business needs and goals.
- Make it easier for employees to capture expenses by simply snapping photos of receipts with their smartphones.

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Your SAP Concur team can help you evaluate your policies, processes, and how you are using SAP Concur solutions to help you bring consistency to spending, while making it easy for employees to buy what they need to stay productive.



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As their businesses grow, our customers realize that our solutions are **robust** and **flexible** enough to grow with them, no matter how far and how fast they want to go.”

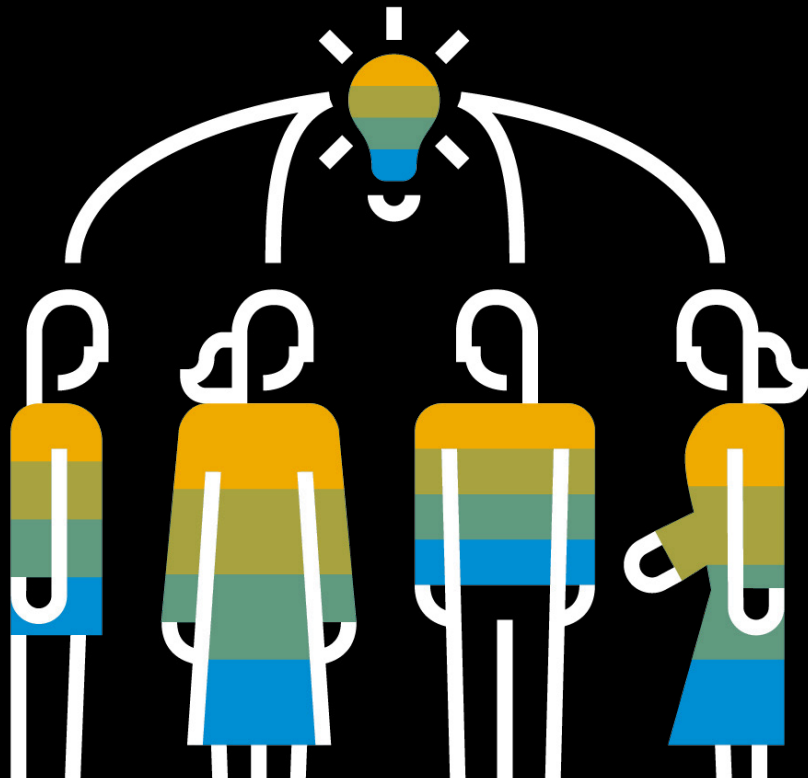
– Jim Lucier, President, SAP Concur



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# A Partner for Today and Tomorrow

Businesses that take control of spend today take control of their futures. Spend management isn't something you do once, and it's done. That's why your strategy must continually evolve. Let's evolve together.



Talk to your **SAP Concur Client Engagement Executive** about how you can optimize your SAP Concur solutions to gain even more control over spend.

## 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](https://concur.com).

<sup>1</sup>The Economist Group/SAP Concur, *In Tech-Led Pursuit of Sound Financial Footing*, 2020

<sup>2</sup>The Economist Group/SAP Concur, *Global Executives Look to Digital Transformation to Support Recovery*, 2020

<sup>3</sup>The Economist Group/SAP Concur, *In Tech-Led Pursuit of Sound Financial Footing*, 2020

<sup>4</sup>Gartner, *Evaluating Your Finance Transformation Program During a Pandemic*, April 17, 2020

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