SAP Concur

Managing Meetings Incentives Conferences and Exhibitions (MICE) becomes easy with Concur Solution for the Indian Pharma Industry

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Introduction

Pharmaceutical companies organize and participate across thousands of MICE events every year, and this trend is on the rise. They face various process challenges while managing MICE events and are now about to face regulatory ones.

The Department of Pharmaceuticals in India has made it clear that Uniform Code for Pharmaceutical Marketing Practices (UCPMP) will become mandatory for the drug manufacturing industry. The code is meant to increase focus on governance and compliance, mandating these organizations to improve visibility and control for their MICE programs. Violation of the code will call for a penalty.

Good news is that this code will help pharma companies increase transparency within their own system and avoid unethical practices. The problem is that it will levy a huge burden on company's Finance, Marketing and Accounts teams, as they mostly use manual processes to manage MICE events. Manual processes are prone to errors and can expose an organization to a variety of compliance issues.

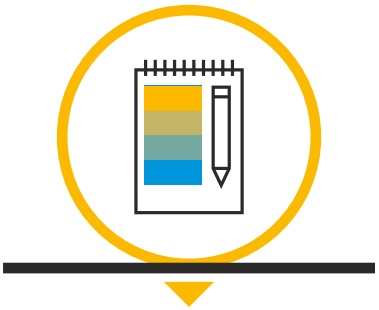
Technology solutions like ours, can help pharma companies better manage cost of meetings, increase visibility and enforce compliance; in real-time.

The challenges
faced by pharma companies

Disparate systems for logging requests (travel, marketing, entertainment etc.)

Manual Processes - 80% validation checks are paper based and carried out manually. Reconciliation against Requests, Advance settlements, Travel Invoices, Cash Receipts, Invoices are mostly done manually.

Dependency on functional stakeholders for **managing cost** of travel, events, entertainment and **reconciling** against original requisitions.



Manual accounting of attendee (Healthcare professionals mostly) expenses are usually done during year end book closure- which poses compliance risks.

Limited Reporting on real-time Budgets - Impact of events - only visible by year end, leading to lack of budget ownership.

Late Invoice Payments - Manual - handling of invoices from vendors takes time to be approved, reconciled and processed.

Other challenges include- low negotiating power with the vendors, dissatisfied and overworked employees, lack of timely, high level visibility for top leaders and various compliance violations -. One example is the lack of knowledge of GST paid by the company, makes companies lose the opportunity to claim Input Tax Credit (ITC)

Concur Invoice Management - can help overcome all these challenges. Bringing efficiencies of scale, Concur helps manage MICE events effortlessly with high degree of automation and paperless processing for pharma companies, while they concentrate on their core business. Here is how:

Streamlined, Centralized and Automated Process - Seamless flow of information from Request to Expense, and PO to Invoice, ensuring quick approvals, visibility and less effort from employees. OCR for paperless process and 2-way match between PO and Invoice.

Automated policy and compliance checks enabled by Integrated Analytics - A dashboard view of attendee cost allocation, total cost, budget insight, transactions across all locations, compliance to respective geographic policies, deviation management. Single view of employee discretionary spend and attendee spends.

End-to-end Transparency – Complete transaction audit trails for end users, supervisors, business heads, and leaders. Detailed audit trail to track all submissions, flags, exceptional approvals and recalls.

Improved Approval Workflow for Days Payable Outstanding – Reduce DPO with vendors to take advantage of early payment discounts and improved negotiations.

Tangible benefits experienced by a large pharmaceutical company in India by implementing Concur Invoice - for MICE

Reduced Paper handling cost by 50%

Decreased Back office processing cost - by 75%
Cut down Invoice Archiving cost - by 50%
Curtailed front office invoice processing cost by - 50%

Total cost of handling an invoice was brought down from INR 390 to INR 193

Better Working Capital and Forecasting
Gained Days Payable Outstanding (DPO) by 70-75%.
Improved Demand Forecasting efficiency by 50% in 1st year.

Reduced GST overheads
Manage quicker GST and Input Tax Credit filing

Employee Productivity
1 week worth productivity increase for highly paid approvers and 5-8 weeks for full time back office employees

Efficient AP Processing
Cut paper handling cost upto 50% of current cost- Efficient AP processing.

Changes you experience when you implement SAP Concur

- Improve employee spend behaviour
- Better visibility into Attendee ROI
- Reduce leakage, duplicates, violations, potential fraud
- Reduce manual intervention of IT, FC and Accounts team
- Analyse where maximum spends are expected (through Request) and/or made (through Expense & Invoice)
- Make better and more insightful decisions with over 200 ready reports

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About SAP Concur

SAP® Concur® solutions take companies of all sizes and stages beyond automation to a completely connected spend management solution encompassing travel, expense, invoice, compliance, and risk. 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.

Learn more at **www.concur.co.in** or **our blog**.

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