SAP Concur Intelligent Enterprise White Paper

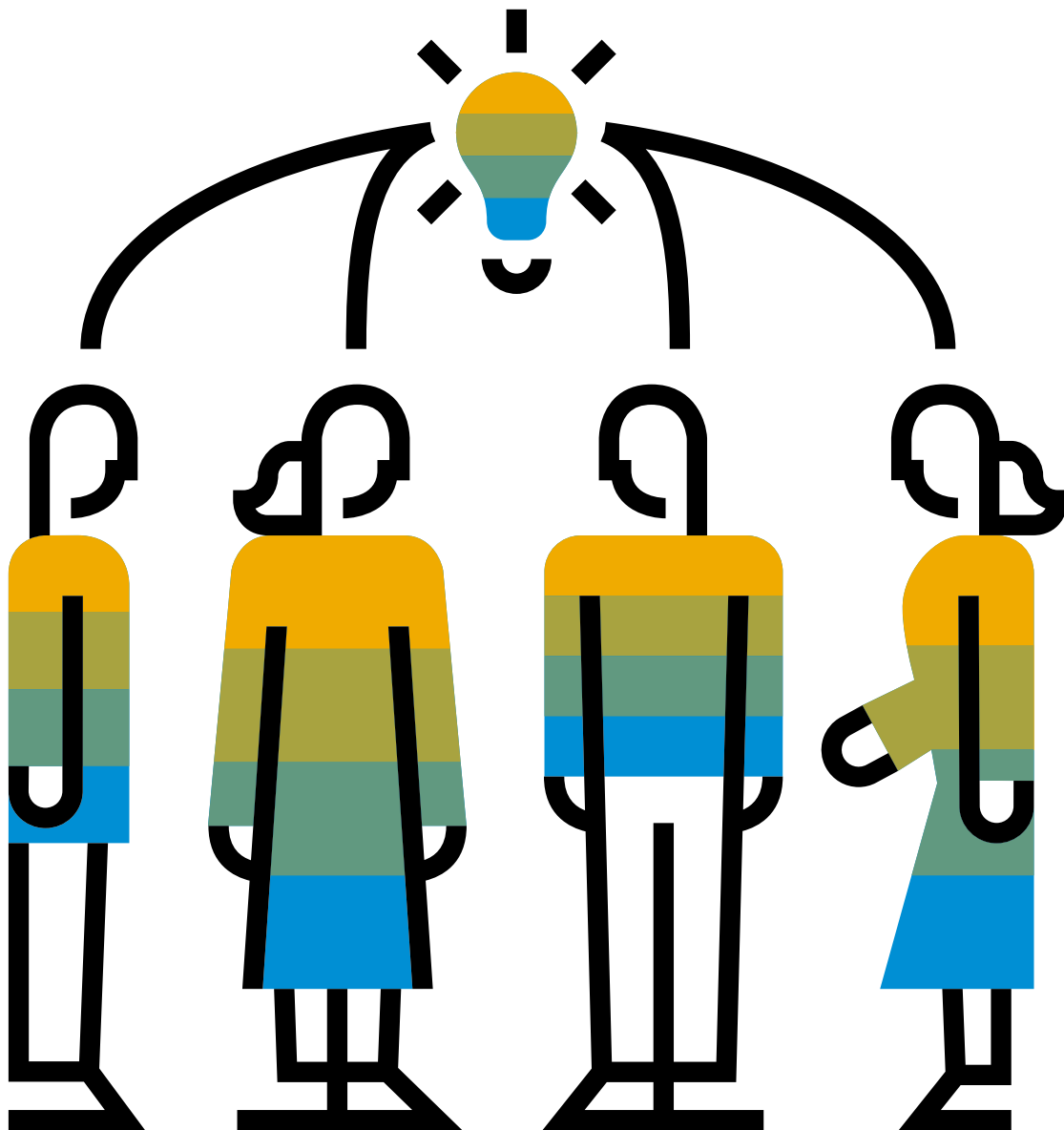# The Intelligent Enterprise
## Changing the Face of Business

THE BEST RUN **SAP**

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Technology is changing expectations at the highest levels of an organization. **Finance leaders are expected to work closely with IT leaders to master data, use it to draw out insights that improve the bottom line, and make smart funding decisions.** On top of that, they need the right information at their fingertips so they can manage the business in near real-time.

This is where the shift to an Intelligent Enterprise mindset comes in.

An Intelligent Enterprise includes three key capabilities: visibility, focus, and agility. SAP Concur helps finance, technology teams, and their companies become an Intelligent Enterprise by collecting, normalizing, enriching, and connecting previously siloed data so everyone can focus on more strategic work. Finance teams gain more visibility, focus, and agility in controlling spend, while HR, travel managers, and security officers can improve the travel and duty of care experience for employees. Meanwhile, IT leaders help the business drive agility by delivering innovative cloud-based solutions that reduce time, inaccuracy, and costs.
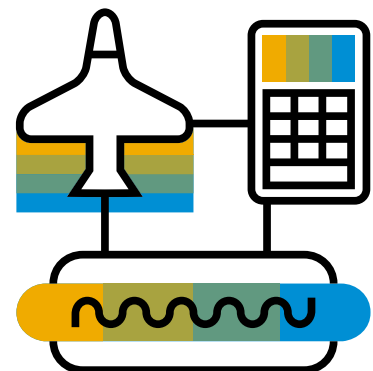
# The Importance of Spend

Employees only think about the finance and IT departments when there's a monthly reminder to file expense reports or if there's an interruption in service. But make no mistake: the finance and IT departments are always thinking about them.

By some estimates, employee spend accounts for as much as 65% of an organization's controllable spend,[1] spread across many employees who are traveling, buying business meals, and purchasing products and services on behalf of the business.

Employee spend is a tricky area to manage because travel and expense is not uniform. Staff members with varying degrees of policy mastery make requests, travel, spend, and submit expenses, while sometimes inadvertently spending outside of their organization's policies in remarkably unique ways. Smartphones and greater choices in travel, from Airbnb to ride services, have created even more variations in expenses.
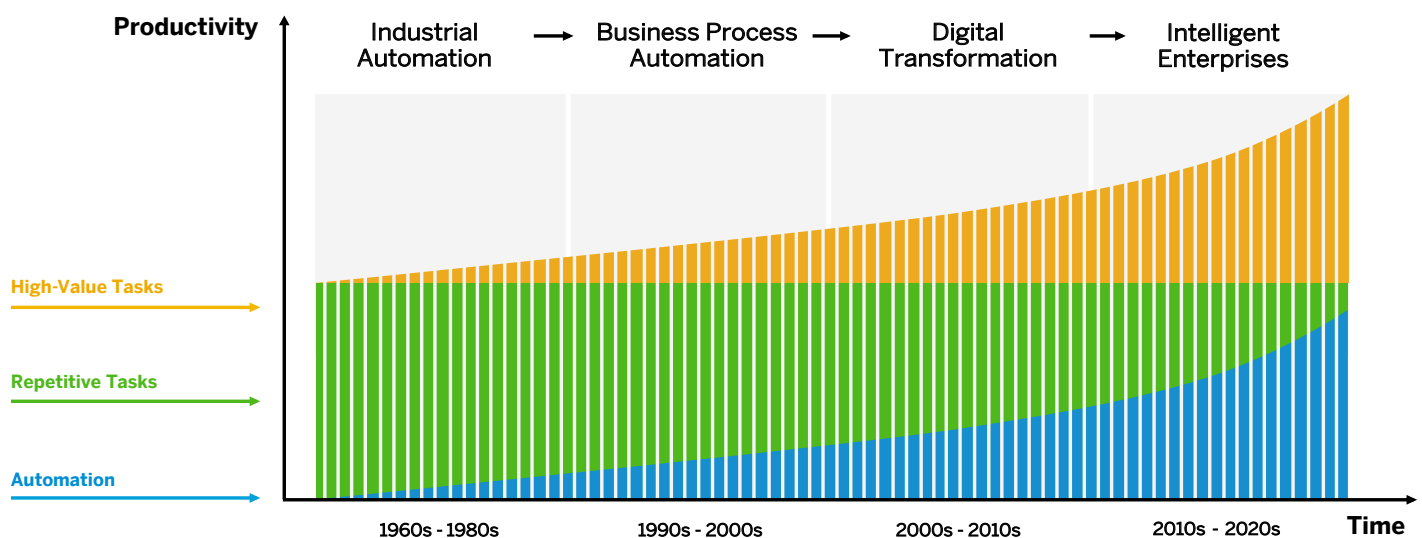
Expense, travel, and AP accounts for **up to 65%** of the typical organization's spend.

In response, policy infractions prompt companies to refine the rules, but like sand, the harder you squeeze to hold on, the more escapes between your fingers.

New taxes, shifting regulations, and privacy concerns also pose continual challenges. For a domestic organization, it's a full-time job just to keep up with changes in one country; each additional international location an organization does business in multiplies the task.

## Intelligent Enterprises elevate employees to focus on higher-value tasks
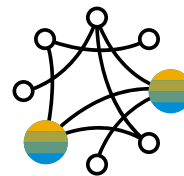
# What Sets the Intelligent Enterprise Apart?

"An Intelligent Enterprise includes **three key capabilities: visibility, focus, and agility.** Most organizations are already on a journey to build these capabilities, but intelligent technologies, such as machine learning, Internet of Things, and advanced analytics enhance their progress tremendously."

Mike Eberhard, President SAP Concur

## VISIBILITY: COLLECT AND CONNECT ALL SPENDING DATA

Though the concept of total spend management has garnered much press lately, SAP Concur has spent the last 25 years focused on it. The SAP Concur solution is integrated and shares expense, travel, and invoice data across a single, unified intelligent suite.

Now, when an employee goes to an international conference, her travel itineraries, hotel bookings, meals, and even last-minute purchases automatically flow into the same system. She can snap photos of physical receipts and submit an expense report straight from her SAP Concur mobile app or laptop, moving seamlessly back and forth between the two.
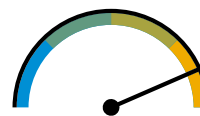
### Visibility
the ability to collect and connect data that was previously siloed and to recognize unseen patterns

### Focus
understand where you are spending, and ensure you see spending in time to do something about it

### Agility
the ability to empower the business decision maker to respond faster to changes and pivot to ensure the best business outcomes

The SAP Concur mobile app and browser-based application are tools travelers love to use. What employees don't see happens behind the scenes: the application of machine learning, integration with your ERP system, and connected data provided by travel suppliers and partners through APIs that improve employee engagement and satisfaction. Meanwhile, administrators get immediate visibility into employee spend while reducing the risk of costly mistakes. Along with evolved technology, best practices, and workflows that keep people in-policy, SAP Concur gives organizations the interconnected and useful data an Intelligent Enterprise needs.

## FOCUS: MAKE THE RIGHT DECISIONS FOR MAXIMUM IMPACT

With an intelligent suite of products that leverage machine learning, SAP Concur allows finance departments to do what they've never been able to do before, like automatically audit 100% of expense reports as employees submit them.

SAP Concur checks transactions, across many languages, against an organization's specific policies and a knowledge base of millions of other transactions and third-party data sources. If an employee fraudulently or accidentally tries to submit an out-of-policy expense, the system flags the error and coaches the employee to set things right. As employees learn the SAP Concur platform, the anonymized data they provide helps the app learn in return.

With rule-based budgeting and analytics solutions, technology can help the finance team take care of the details, offering the control and visibility to zoom from the big picture down to the transaction level and see what's happening as it occurs.

"Machine learning **makes people more efficient**; people make machine learning more valuable."

A. G. Lambert, SVP, Spend & Data Insights, SAP Concur

## AGILITY: RESPOND FASTER TO CHANGE

The two capabilities of **visibility** and **focus** enable a third: **agility**. With near real-time budgeting and analytics tools, Intelligent Enterprises allow business leaders to respond quickly to events as they unfold. For instance, if a business unit leader can see how much of their budget is spent and what's planned at a granular level, they have the ability to make more nuanced decisions. Instead of simply freezing spending and travel, they may instead prioritize that which provides the best return for their organization.

But agility doesn't just apply to management functions, it impacts everyone in the company on a personal level. Travel is the great equalizer because, regardless of title, everyone needs efficiency, safety, and assistance when they are on the road for business and everyone is a travel and expense "user." When employees travel, aggregated data and connections with travel suppliers like airlines and hotel chains allow users scheduling agility and the flexibility to work with their favorite brands. Travelers are proactively notified about gate changes quickly – often before airline gate agents know. With location services, SAP Concur sends timely reminders, based on local traffic and security line wait times, suggesting when users should leave for the airport.

The most important part of these capabilities is the outcomes. When companies provide great, easy-to-use tools for their travelers, they save employees valuable time and increase adoption, compliance, and the confidence that they are doing things right.

On the back-end, when teams are freed from time-consuming, repetitive tasks, they have more time, energy, and information to focus on new opportunities and high-value projects. For instance, by consolidating direct booking into a centralized travel system, travel managers have a more complete picture of travel spend and the ability to negotiate the best rates, even when employees don't use internal booking tools. This gives finance and travel managers the superpower to see "invisible spend," gaining not just a complete picture of travel and expense ROI, but full itineraries for duty of care.

The combined capabilities of the Intelligent Enterprise also support businesses as they expand globally. SAP cloud solutions provide growing organizations with the insights and experience they need to refine their processes as they enter new markets with different business environments. It's much easier to plug into systems that already ensure compliance with regulations than to build those systems and processes internally from scratch.

"With Intelligent Enterprises, the real value is in doing more with less, not as a euphemism for cutting cost, but for **reducing repetitive manual tasks** that keep businesses from fulfilling their mission."

Mike Eberhard, President SAP Concur

# Predict and Protect

As workforces become more dispersed, the challenge of making sure employees are safe and efficient grows more significant. Employees expect assistance and personalization in travel; this is an opportunity for finance, travel, and IT departments at an Intelligent Enterprise to work strategically across the organization on issues personally relevant to employees.

For example, predictive analytics and employee spend data play a crucial role in keeping employees safe. Organizations have an obligation to take care of their employees, especially when they are traveling for work or on assignment abroad. Consolidated travel and expense transactions help you locate employees and establish two-way communication so you can offer assistance if needed. Risk alerts let travelers know ahead of time if precautions are necessary, and if an issue does arise – from natural disasters to terror attacks – SAP Concur can connect your organization with on-the-ground security or emergency assistance.  "No other company is in a better position to help you ensure you are sending people into safe situations," says Kim Albrecht, VP of Global Marketing at SAP Concur.

## 63%
of travel managers feel risk to travelers has increased*

## 52%
are expecting further increases in risk in the next year*

## 51%
of female business travelers experience sexual harassment**

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 * Ipsos, Predictions of travel risk, 2017
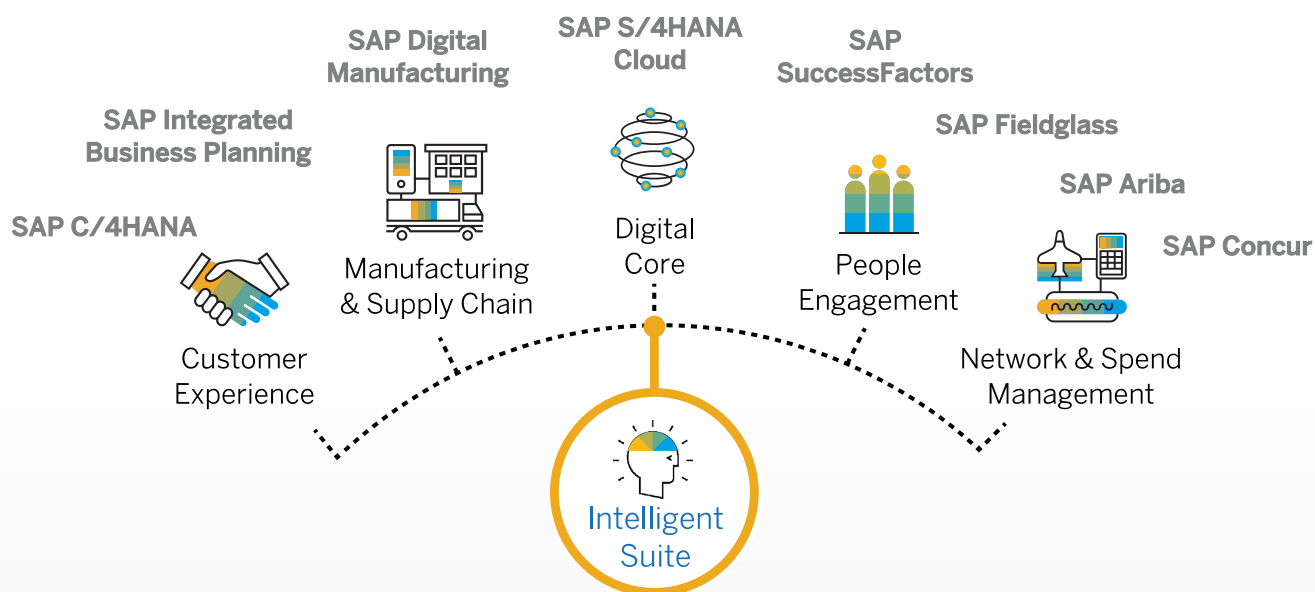** Maiden Voyage, Women in business travel, 2016

"No other company is in a **better position** to help ensure you're sending people into safe situations."

Kim Albrecht, VP of Global Marketing Centers of Excellence SAP Concur

# Better, Faster, Smarter

Ultimately, a connected Intelligent Enterprise is how finance and IT departments will transform themselves, but the Intelligent Enterprise encompasses more than finance alone. "We can't ask employees to do more with less unless we're willing to support them with the best tools," says Tim McDonald, Chief Product Officer at SAP Concur. "My team and my colleagues across SAP are working to bring data and workflows together to lift employees up and help them focus on higher-value work."

## Intelligent applications for every line of business

SAP Digital Manufacturing

SAP S/4HANA Cloud

SAP SuccessFactors

SAP Integrated Business Planning

SAP Fieldglass

SAP C/4HANA

SAP Ariba

Digital Core

SAP Concur

Manufacturing & Supply Chain

People Engagement

Customer Experience

Network & Spend Management

Intelligent Suite

SAP Customer Data Cloud

SAP Service Cloud

SAP Sales Cloud

SAP Commerce Cloud

SAP Marketing Cloud

SAP Predictive Maintenance and Service

SAP Extended Warehouse Management

SAP Asset Intelligence Network

SAP Manufacturing Execution

SAP Business Planning and Consolidation

SAP S/4HANA Finance

SAP Business ByDesign

SAP SuccessFactors Performance & Goals

SAP SuccessFactors Employee Central

SAP SuccessFactors Learning

SAP Fieldglass Contingent Workforce Management

SAP Fieldglass Services Procurement

SAP Ariba Buying and Invoicing

SAP Ariba Supplier Risk

SAP Ariba Strategic Sourcing

SAP Ariba Catalog

SAP Ariba Pay

SAP Supplier Collaboration

Concur TripLink

Concur Travel

Concur Expense

While SAP Concur is laser-focused on managing employee spend, SAP as a whole shares the same dedication to leveraging the data enterprises generate to their benefit. If bringing expense, travel, and invoice management together can deliver greater visibility, focus, agility, and traveler safety to finance and IT leaders, imagine the impact bringing data together across every part of the organization. How would security, procurement, HR, sales, marketing, or operations look if they were part of the same intelligent suite, using best-in-class user experiences and smarter workflows?

The story isn't merely about changing the way a couple of departments interface with employees. It's a microcosm of new capabilities for the entire organization. The Intelligent Enterprise is about connecting all of the organization's functions to make sure its actions carry the business forward with better visibility, focus, and the agility to avoid risks and capitalize on opportunities.

"We can't ask employees to do more with less unless we're willing to **support them with the best tools.**"

Tim McDonald, Chief Product Officer, SAP Concur

**SAP Concur** [C·]

## About SAP Concur

SAP Concur imagines the way the world should work by offering cloud-based services that make it simple to manage travel and expenses. By connecting data, applications and people, SAP Concur delivers an effortless experience and total transparency into spending wherever and whenever it happens. SAP Concur solutions adapt to individual employee preferences and scale to meet the needs of companies from small to large so they can focus on what matters most for their businesses.

Find out more at www.concur.com.

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[1] At many companies, 35% of controllable costs are payroll and benefits; travel, and expense account for 10%, and vendor invoices make up the remaining 55%. Source: "Concur Travel, Expense and Invoice Platform Managing Spend Whenever and Wherever"

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