



SAP Concur 

SAP Concur Case Study with Healthium Medtech
Concur® Expense and Concur® Request

Healthium's Expense management sees a transformation, becomes more agile and future ready

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THE BEST RUN 

Quick Facts

Company Name

Healthium Medtech

Location

London, Bangalore

Solutions

Concur® Expense, Concur® Request,
Concur® Drive, ExpenseIT

Industry

Healthcare – Medical Devices

Company Size

700 employees

In the wake of the unprecedented disruptions caused by COVID -19 pandemic across the globe, we have seen numerous process innovations resting on fundamentals of digital transformation, come to the rescue. Healthium's timely and far sighted approach on digital transformation (pre COVID -19) and its SAP Concur partnership has made it a resilient and future ready enterprise.

ABOUT HEALTHIUM MEDTECH

Healthium Medtech is amongst the largest players in the medical devices arena. It has medical facilities in 500+ districts in India and with its massive sales force, it serves not only 18000+ hospitals in India but is also present in 70+ countries globally. Healthium makes best in class medical devices including arthroscopy and endoscopy devices, surgical suture needles, meshes, gloves, hemostats, staplers and catheters.



Uncomplicating expense management to augment productivity

With a significant market share of Indian Medical services, Healthium is focused on becoming a leading player in exports and OEM market. As the business expanded, the company realized that it needed to digitize and automate its financial processes including its expense management system so that it can divert its energy towards executing strategy and focus on growth.

However, the employee experience related to expense reimbursement was a major challenge. Manual submission of claims, delayed reimbursements and unclear payment policies were taking their toll on the efficiency and satisfaction quotient of employees. Multiple storage points and manual excel book-keeping made the system sluggish and stagnant. The biggest challenge was the gap between forecasted versus actual expenses and visibility to those expenses in real-time.

Vishal Maheshwari, Group CFO, Healthium Medtech, explained that Healthium needed an intelligent system that:

- ✓ Had clearly defined approval levels
- ✓ Reduced gaps in audits
- ✓ Optimised disbursements
- ✓ Shared visibility on key spend areas
- ✓ Augmented transparent monitoring
- ✓ Maintained repository of receipts
- ✓ Automatically complied with reimbursement policies
- ✓ Ensured faster turnaround of payouts and reduced reimbursement cycles

"It was time that Healthium focused on growth. A higher thrust towards digitization and adoption of technology helped us in improving productivity, reducing costs, gaining better visibility of expenses, and in the process led to providing better experience for our employees."

Vishal Maheshwari, Group CFO, Healthium Medtech





Intelligent expense management system for resilient business operations

Healthium joined hands with SAP Concur solutions to revamp its expense management system to infuse new life and energy into the business operations. A defined workflow process and real-time update of status transformed the expense management process. **All expense data can now be seen in one place**, spending policies can be easily enforced, receipts and reporting have become automatic and employees are reimbursed swiftly. Earlier **our reimbursement cycle was 45 days, but now using SAP Concur solutions we have been able to bring that down by over 3 weeks from filing of claim to approvals and then actual payout.**

An eagle's eye view of key spend areas and analytics of that with Sales KPI data was imperative. SAP Concur solutions facilitated outcome based analytics that enabled gap analysis and simplified critical decision-making. For end users a simplified user interface to view claim submission and track escalations enabled by the SAP Concur all-in-one platform provided visibility and status check throughout the expense journey.



3 weeks
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Efficient processes, and an engaged workforce revived focus on growth



“Processing of claims and expense records management was never this easy. Cost saving became an outcome of the process rather than a desired result. Healthium never had this level of visibility over expenses in the past. With the adoption of Concur Expense management system, everything became so transparent and seamless,”

Vishal Maheshwari, Group CFO, Healthium Medtech

We could never imagine **an average three-week reduction in the reimbursement cycle**. It became a reality for us. Follow up calls to finance and accounting team were completely mitigated once adoption began increasing. Our central Marketing support team could free up resources to deploy them on more strategic areas rather than just managing operational matters. Vishal stated, “this is one change process that was welcomed with open arms as it not only drives efficiency but we have reduced **expenses to the tune of 6 to 8 percent within just the first 6 months and we were able to redeploy 5 finance full time employees towards execution of more critical tasks**. Impact of these early outcomes has been really heartening to see.”

The system has brought in a lot of accountability, agility and speed. The whole process has become so accurate with auto-checks at several points, enabling us to eliminate false claims. Additionally, using cloud applications has always

been an integral part of our strategy. Having a cloud-based solution with mobile access makes filing expenses easier to complete, especially for remote workers which increases process compliance. Once travel and expense data is captured in one system, finance and budget managers can rely on a single accurate source to make projections and track cash flow and with analytical insights and reporting we can see what is being spent and where it is being spent. Self-service reporting, visibility to geographic wise sales productivity and spend is giving us insights to input versus output spend metrics. **Earlier we were making top line focused decisions but now we can make data driven decisions.** That has empowered us to be future ready and for our business to be laser focussed on growth and gaining market share.

A future ready enterprise with SAP Concur solutions

Vishal values the SAP Concur relationship/expertise/partnership digital transformation journey. He expressed delight over the SAP Concur team and its implementation partner Fintrans managed the **implementation in a record two-months' time frame with seamless integration with existing ERP**. He further added, “Regular training of employees by Fintrans team helped in quick adoption of the new systems. And above all, we were pleasantly surprised to achieve a reduction in expenses compared to previous years. Reconciliation was never this easy and precise. At Healthium, we were thrilled to receive the agile support provided the SAP Concur and Fintrans teams and we are looking forward to a long-term trusted partnership.”

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 highly-rated SAP Concur mobile app guides employees through business trips, charges are directly populated into expense reports, and invoice approvals are automated. By integrating near real-time data and using AI to analyse transactions, businesses can see what they're spending and avoid possible blind spots in the budget. SAP Concur solutions help eliminate yesterday's tedious tasks, make today's work easier, and support businesses to run at their best. Learn more at concur.co.in or the SAP Concur blog.

For more information,
please visit concur.co.in

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