



Tip Sheet | Service Experts

## How Partnering with Service Experts Can Help You Achieve Optimal Outcomes



You and your organization have your T&E processes figured out. You have the right tools in place, the mobility needed to help your employees on the go, and the best administrators to manage it all. But as your organization evolves, even the best finance and IT systems can become overly complex and decentralized, making them difficult to manage. In today's hyperconnected world, organizations are finding unique ways to leverage outside resources to scale non-core, business functions, and give their employees the bandwidth necessary to focus on initiatives that drive results. Learn how leveraging service experts can help your organization reach its goals.

### **ENHANCE COLLABORATION FOR PLANNING**

Our service experts have years of experience, best practices, and knowledge to help tailor a solution that fits the needs of your organization best. This means you can save on internal resources that provide similar capabilities and support. Plan your resources smarter with specialized engagement consulting, managed guidance, and a customized plan so you know exactly where to direct your funds.

### **ACHIEVE OUTCOMES AND OBJECTIVES**

Leverage outside resources for operational functions – such as minor system updates, tool configuration changes, and accelerating new feature adoptions – to allow you and your organization to focus on the needs of your customers. Maximize your SAP® Concur® solution with guidance from subject matter experts, ongoing consulting and configuration, and training for new administrators.

---

# 84%

of organizations use  
outside experts to  
enable a competitive  
advantage.

---

Global Outsourcing Survey, Deloitte, 2018







### **GAIN MISSION-CRITICAL LEVEL SUPPORT**

Bringing in service experts means less digging for you, quicker resolutions, deeper insights, and greater rewards for your organization. Run optimally with enhanced SLAs, SAFE-Start Inspection, as well as issues and trend analysis for proactive risk mitigation.

### **UNLOCK GREATER VALUE WITH INNOVATION**

The innovative use of technology can help your organization evolve. By leveraging service experts, you can provide a level of continuity for now and the necessary support to scale in the future. Discuss your configuration during interactive site workshops and review upcoming release notes tailed to your company.

---

**70%** 

of respondents believe their service providers have a reasonable or advanced ability to implement disruptive solutions, [according to Deloitte](#).

---

### **MAXIMIZE YOUR SAP CONCUR SOLUTIONS**

SAP Concur solutions bring T&E tech and services together to help you effectively manage spending wherever you are today and wherever you go next. With dedicated support, our service experts get to know your business even better, so you can ensure your organization is meeting – and exceeding – its goals. Do more with the resources you have, while keeping your team focused on value-added responsibilities. Learn more about [SAP Concur support offerings](#) today.

## ABOUT SAP CONCUR

SAP Concur is the world's leading provider of integrated travel, expense, and invoice management solutions, driven by a relentless pursuit to simplify and automate these everyday processes. With SAP Concur, a top-rated 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 eliminates yesterday's tedious tasks, makes today's work easier, and helps businesses run at their best every day. Learn more at [concur.com](https://concur.com) or the [SAP Concur blog](#).

### TS Service Experts Client ENT enUS (21/03)

© 2021 SAP SE or an SAP affiliate company. All rights reserved.

No part of this publication may be reproduced or transmitted in any form or for any purpose without the express permission of SAP SE or an SAP affiliate company.

The information contained herein may be changed without prior notice. Some software products marketed by SAP SE and its distributors contain proprietary software components of other software vendors. National product specifications may vary.

These materials are provided by SAP SE or an SAP affiliate company for informational purposes only, without representation or warranty of any kind, and SAP or its affiliated companies shall not be liable for errors or omissions with respect to the materials. The only warranties for SAP or SAP affiliate company products and services are those that are set forth in the express warranty statements accompanying such products and services, if any. Nothing herein should be construed as constituting an additional warranty.

In particular, SAP SE or its affiliated companies have no obligation to pursue any course of business outlined in this document or any related presentation, or to develop or release any functionality mentioned therein. This document, or any related presentation, and SAP SE's or its affiliated companies' strategy and possible future developments, products, and/or platform directions and functionality are all subject to change and may be changed by SAP SE or its affiliated companies at any time for any reason without notice. The information in this document is not a commitment, promise, or legal obligation to deliver any material, code, or functionality. All forward-looking statements are subject to various risks and uncertainties that could cause actual results to differ materially from expectations. Readers are cautioned not to place undue reliance on these forward-looking statements, and they should not be relied upon in making purchasing decisions.

SAP and other SAP products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of SAP SE (or an SAP affiliate company) in Germany and other countries. All other product and service names mentioned are the trademarks of their respective companies.

See <http://www.sap.com/corporate-en/legal/copyright/index.epx> for additional trademark information and notices.