Building a Better Experience

Augmenting your SAP® Concur® solution for
greater efficiency and adoption

THE BEST RUN **SAP**

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It's Time to Rethink Experiences

In a time when people are re-evaluating priorities and reconsidering their employment options, it has become clear that they are looking for more. In fact, 41% of the global workforce is considering resigning from their current employer.[1] Seventy-eight percent now strongly believe that their employer is responsible for helping them increase job satisfaction and well-being.[2]

This shift has many organizations examining every part of their business through the lens of the employee experience – the sum of every interaction in your organization with people, processes, and technology. Looking for ways to reinvent and improve it goes a long way towards retaining top talent and building resilience into your business.

What is the employee experience like for your travel, expense, and invoice management solution today? Could it be easier, faster, or less restrictive? If so, then turn the experience into a better one that positively impacts the overall employee experience.

Building on the solution you have today is a great

78%
of employees believe that their employer is responsible for increasing job satisfaction and well-being[2]

place to start. Augment your SAP® Concur® solution with automation and intelligence to help employees use the solution more effectively. They will experience less frustration and spend less time on tedious expense-related tasks. You will notice increased adoption, better compliance, and best of all, more free time to dedicate to your own strategic work.

Start With These 6 Areas

Are you helping employees adjust to changing policies?

After the break from business travel, employees are getting back to tools they haven't used in a while. They may struggle to adjust, and spending time planning trips or purchases only to find that policies have changed is a frustrating experience.

Bring simplicity to your system with automated pre-spend approval steps to give feedback into spending choices sooner.

Add easy access to helpful videos that guide employees through making the appropriate booking and spending choices.

Implement tools to capture receipts and automatically add the information to expense reports without manual input.

Employees will stress less over lost receipts, while you will see greater compliance and spend less time fielding questions.

SAP Concur Solutions Guide the Way

ExpenseIt allows users to take photos of each receipt on a smartphone to automatically create, itemize, and categorize expenses.

Concur User Assistant service by WalkMe helps maximize your investment through self-service guidance within the SAP Concur user interface, driving user adoption, and policy enforcement.

Concur Request replaces manual requests with an expense approval process to control spend before it happens. Employees can quickly make requests noting the purpose and expected costs. Approvers can review details from any device to approve, modify, or reject. Expand Concur Request to almost any business-related requests.[3]

"Not losing receipts saves our finance team time to approve expenses and get things done without delays."[4]

SAP Concur Customers

Start With These 6 Areas

Can you provide the information employees need to **travel safely**?

Travel safety has never been more critical or complex. Employees expect employers to provide *all* the information necessary but outside bookings make it a challenge. Plus, you need complete visibility into traveler location to fulfill your duty of care responsibility.

Give employees guidance while still allowing them the flexibility to book anywhere. Your travel solution should be capable of gathering the information and giving you access to everything in one place.

Reassure employees by giving them access to more than just itineraries. Include up-to-date COVID-19 protocols, transportation, and safety information for their destination.

In emergencies, quickly identify affected travelers, connect with them, and take the necessary steps to bring them home safely.

Safer Travels with SAP Concur Solutions

Concur TripLink brings information from outside bookings into your travel program, for a better view and the control needed to maintain the duty of care.

TripIt Pro offers enhanced health and safety features, including quick access to COVID-19 guidelines, know-before-you-go information, neighborhood safety scores, and more – in real time, on your mobile devices.

SAP Concur App Center helps you deliver duty of care by quickly identifying employees affected by disruptions, connecting with them, and facilitating the steps to get them home safely.

"When the pandemic hit, our first mission was to bring home our employees quickly and safely – and the SAP Concur platform really facilitated that."

Joanne Cartwright, Manager Services Director for Serco Ltd.[5]

Start With These 6 Areas

Are you **bogged down** by the process?

You are under constant pressure to manage cost and compliance, though your resources are stretched thin. Chasing people for expense reports and approvals, checking for errors, and dealing with non-compliant transactions takes time when you should be focusing on the broader spend strategy.

Identify spending patterns and find ways to save with intelligent technology.

Analyze spending – before and after reimbursement – to identify risks and highlight areas for improvement.

Simplify the audit process by leveraging a team of professional auditors and intelligent technology.

Focus on other projects such as improving compliance or tax reclaim while the experts work on auditing transactions.

Smooth the Flow with SAP Concur Solutions

Concur Detect by Oversight simplifies auditing by automatically reviewing expense and receipt data. Auditors focus solely on resolving reports where risk is found to become 43% more efficient.[3] Concur Detect uses AI and machine learning to uncover patterns of repetitive misuse or fraud. Track errors and incidents to spot the difference between intentional misuse, accidents, and opportunities for education.

Intelligent Audit brings together AI and a global team of expert auditors so you can feel more confident in identifying non-compliant spending and ensuring tax and regulatory compliance.

"Our auditors love it because it's given them a 50% improvement on time to prepare reports and dashboards, and the data is definitely better."[4]

SAP Concur Customers

Start With These 6 Areas

Are approvals ready when you are?

Capturing invoices, matching them with transactions, and waiting on approvals is frustrating and slows you down. But your time is important, and you need a smooth system to approve requests and get invoice information into your workflow efficiently.

Integrate accounts payable data with your ERP and accounting systems, so the information you need for quick decisions is always at hand.

Make use of automation to eliminate the manual work of handling invoices which reduces processing time by up to 75%.[6]

Gather Speed with SAP Concur Solutions

Concur Invoice provides integration with ERP and financial systems, plus automation to free you from the tedious and sometimes difficult task of handling invoices. Avoid paying for invoices for items or services that have not yet been received Eliminate late payments, penalties, and duplicate payments. Stop unauthorized, unapproved, or fraudulent purchases before they are made.

SAP Concur Top Performing Customer Benchmarks

0.44 days to submit invoices[7]

0.66 days to approve invoices[7]

0.39 days to pay invoices[7]

Start With These 6 Areas

Do you have the **visibility** you need?

In-person business meetings and events are making a comeback. Seventy-eight percent of respondents to a recent survey indicated they are planning in-person events again.[8]
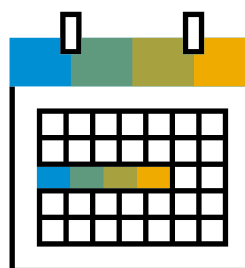
Staying on top of the bigger spend picture, including travel and expenses relating to events, would give you greater confidence to make decisions. However, pulling together all of the information needed to effectively manage RFPs, spending, attendee registration, and more is difficult when it is disconnected.

> **Bring everything together for a better view, making the event planning process faster, easier, and more cost-efficient.**

> **Ensure that all event spending meets the requirements of spending controls and policy compliance.**

Gain visibility with SAP Concur solutions

Concur Event Management by Groupize extends core travel and expense solutions to make every part of the event planning process faster, easier, and more cost-effective. Concur Event Management is an all-in-one solution leveraging compliance, analytics, and spend-control functionality. With it, you can enforce policies with rules and approval workflows for event-related spending.

Start With These 6 Areas

Can you hear what employees are saying?

Improving the employee experience if you are out of touch with what employees really want is nearly impossible. Start by getting a better understanding of what employees are thinking and feeling right now. Go beyond suggestion boxes, and satisfaction surveys to get to the bottom of what's really happening.

Listening and analyzing capabilities can give you insights you didn't expect. With intuitive feedback mechanisms, you can capture employee sentiment, providing insights from the travel and expense lifecycle.

Get a better understanding of how your travel and expense policies are impacting employee sentiment, safety and wellbeing, productivity, and attrition risk.

Understand not only what is happening but why, and how you can help.

SAP Concur Solutions Give Insight for Action

Concur Experience Optimizer combines technology and expert services to help you make program improvements for better compliance, cost efficiency, duty of care, and overall user experience.

Gather data on user sentiment about your travel and expense solutions.

Gain insights to make targeted program changes. Comprehensive analytics dashboards allow you to see the results in a simple, visual format.

Take advantage of expert consulting services to help turn the insights into an action plan.

Summary

Your Employees Deserve a Better Experience

No matter what phase or stage of business you're in now, engaged employees will fuel the future of the organization. As an SAP Concur customer, you've already invested in solutions to deliver a connected travel, expense, and invoice experience. Now take advantage of the opportunities to expand on it and optimize to make it even better. Along the way, you will strengthen user satisfaction, increase digital adoption, and eliminate time-consuming administrative work. Your team will be free to turn their attention to bigger picture planning to move your business forward.

Learn more about SAP Concur solutions and extensions to optimize back-office efficiency.

Join the SAP Concur Community for even more insights and support.

Summary

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