

Sasha Succeeds with SAP Concur Spend Management Solutions

Meet Sasha, a finance manager at a large pharmaceutical company. Sasha and her team spend every day juggling a multitude of finance tasks, from managing travel budgets to processing invoices and expense reports.



Today is no different. It's also unique, like every day.

9:00 AM **Sasha checks their SAP Concur dashboard...**
...where they view all the expense claims, invoice approvals, and travel requests that require their attention. Employees submit these via [Concur® Request](#), which means there are no nasty surprises and everything is approved before purchase.

9:10 AM **Sasha notices that Polly in merchandising has submitted a supplier invoice via Concur Request...**
...which requires urgent approval from their manager, Pete, who is out of the office. Not a problem! Sasha forwards the approval request to Pete, who receives an alert in the [SAP® Concur® mobile app](#) while he is driving to a client brunch. With a click of a button from the restaurant's parking lot, Polly's invoice is approved. An invoice that would manually take around two weeks to process, will be done in three days.

9:30 AM **Sasha tackles some travel requests...**
...Louise in sales has reserved her flight to Orlando and hotel via BA.com and Booking.com, both [SAP® Concur® App Center](#) partners. Because these were booked via [Concur® TripLink](#) and [Concur® Travel](#), Louise got the best available fares and room rates. Her spend is instantly captured by Concur Travel and automatically adheres to company policy and compliance regulations. Approval takes no time at all.

10:30 AM **Sasha encounters a problem with a travel request...**
...Something isn't quite right and the system won't let them finish the approval process. They put in a quick call to the [User Support Desk](#), a 24-hour help desk, and James on the other end of the line quickly guides them through the best solution.

11:00 AM **Pete submits the morning's expenses...**
...Pete finishes his brunch and, before hopping back into his car, opens his SAP Concur mobile app to submit the morning's mileage using [Drive](#) and his brunch receipt through [Expenselt](#). Because Pete uses Expenselt, Sasha doesn't have to wade through piles of crumpled receipts and endure tedious manual data entry. It's all done using OCR technology, leaving them free to tackle more strategic and value-add tasks.

11:30 AM **There's been a flight cancellation...**
...Andrew in sales has booked an upcoming business flight to Paris directly with an airline but he gets an alert on [Triplt®](#) to say that his outbound flight has been cancelled. It's easy for Andrew to re-book an in-policy, pre-approved seat on the Eurostar using [Concur® Travel](#), and the details of his new itinerary are once again stored in Triplt in case things should change.

Sasha has a few minutes to spare...
...so she gets to work on with some reporting using [Intelligence](#), which maximizes the value of their spend data with the pre-built, persona-based dashboards. Next week is month end so Sasha automatically bursts an accruals report from the SAP Concur platform to all employees who have not yet submitted their expenses for approval.

1:00 PM **Sasha has a stack of reimbursements to get through...**
...Fortunately, they use [Expense Pay](#), an automated system that allows them to reimburse employees within days of expense claim approval and reimburse corporate credit card providers before incurring late payment fees.

3:00 PM **It's time to look at the bigger financial picture...**
...Using [Budget](#), Sasha can view a holistic view of employee spending across the organization, with continually updated data from [Concur® Expense](#), [Concur® Invoice](#), and [Concur Request](#). They make some necessary adjustments to their budgets to avoid overspend.

4:00 PM **Cross the 'T's and dot the 'I's...**
...Time for some auditing! What used to take them an entire day, now takes about an hour, thanks to [Concur® Detect by Oversight](#) which automatically checks spend claims for policy and regulatory compliance. Sasha also checks [Concur® Tax Assurance by Blue dot](#) to automatically identify VAT-eligible expenses, validate receipts, and optimize reclaim potential. Working in a highly-regulated pharmaceutical business, Sasha also uses a variety of industry-specific App Center partners to help manage compliance in their particular sector.

5:00 PM **Sasha has a final glance over their dashboard...**
...and can see there are no outstanding tasks that need to be done today.

Today, like every day, SAP Concur solutions have underpinned almost every item on Sasha's task list...

The extensive suite of SAP Concur solutions along with its ecosystem of partners, provide a single reliable source of spend data for Sasha to gain critical insights into how to control cashflow, avoid risks, and direct funds where they need to go.

Everything Sasha needs to strategically move the business forward.

>> To find out more, contact your account team today.