SAP Concur C·

MEETING NEW EXPECTATIONS

Delivering an Improved Travel, Expense, and
Invoice Experience Across the Organization

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Introduction

It's Time to Rethink Experiences

As your business navigates recovery from the pandemic, one thing is certain – engaged employees will be the fuel that moves you forward. They were the key to your resilience then, and they will help you reinvent the business now as you shift to the future of work. Whatever it may be.

While you ponder how to make hybrid work a reality, your employees are growing restless. Their priorities have changed along with their expectations. Some have begun contemplating career moves to find more purpose or follow their passion.

Whatever their reasons, **78% of employees now strongly believe that employers are responsible for their job satisfaction and well-being.**[1] They are looking for greater diversity, equity, and inclusivity in their workplaces and visibility into what your organization is doing to make it happen. Remote working gave them additional flexibility in their lives.

This puts organizations at a crossroads. Give employees what they want, or they may leave at an estimated cost of up to two times the employee's annual salary.[2] Retaining your employees by giving

them more of what they expect – an improved employee experience – is a much better approach.

Employee experience spans every touchpoint across the organization, including interactions with people, processes, and technology. Travel, expense, and invoice management is one example that typically affects a large proportion of employees and has a reputation for being time-consuming and difficult. Only 26% of executives say they are effective at processing, approving, and reimbursing travel and expense reports, and 29% of employees agree with them.[3] Reimagining your travel, expense, and invoice management experience, considering employees' needs first, is one way to improve your overall employee experience.

Business Has Changed

Business Has **Changed**

The COVID-19 pandemic caused spending patterns to change as travel decreased and other types of expenses increased. Now, high vaccination rates in some regions have allowed travel to ramp up again. With greater risk, employees and managers are more concerned about health and safety, and the duty of care is more important than ever.

New priorities for employees mean that they expect much more from their company, such as learning and growth opportunities, flexible work options, and a greater emphasis on wellness. They expect employers to be champions of well-being and equality – and they expect to see the proof.

292%

**increase, year-over-year
in spend violation rates.**[6]

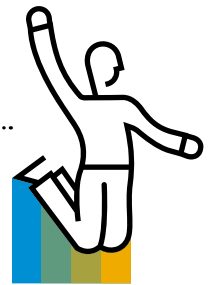# Business Has Changed

98%

of employees are likely to recommend their employer when given learning opportunities versus 22% without.[7]

94%

of workers put more into their work when employers care about well-being and equality.[8]

72%

of employees in companies that set and share people metrics report more positive experiences.[9]

Organizations must look towards the future with an employee-first, people-centric experience to retain and attract talent. Travel, expense, and invoice management affects a large portion of your employees, making it an excellent place to start. **Coming up, we introduce three pillars of travel, expense, and invoice management.** Each one offers opportunities to improve the experience and make employees and finance teams feel good about corporate spending.

Connect Employees to a Reimagined Experience

1

Build an Effortless, Intuitive Solution for Spend Management

In the pivot to remote work, employees were forced to quickly learn a host of new applications to enable their work. Now that travel has resumed, and corporate spending continues, people are getting back to using the travel and expense tools they have not used in a long while. But less than one-third of employees say their travel and expense-related processes are optimized for planning business trips.[10] They are also getting used to the reality of new and shifting policies and procedures. Are they able to manage, and do they remember what they need to do? Can they easily find help if they need it? Reimagining your travel, expense, and invoice management will ensure that they do.

Connect Employees to a Reimagined Experience

Researching a purchase or trip only to find halfway through that it does not meet policy requirements is a frustrating experience. However, tools with built-in support and guidance for better compliance eliminate the frustration by helping employees make compliant purchases.

Furthermore, the tools need to work where your employees work. They need the flexibility to be accessible anywhere and allow a greater variety of spending and booking choices for a better experience that leads to widespread adoption.

Travel and expense solutions should be integrated so that employees don't need to waste time jumping between platforms – transferring numbers and duplicating work leading to errors and omissions.

It's easier to follow the rules when the process is simple, and you have the proper guidance. Intelligent solutions with the capacity to educate and make compliant decisions inevitable help avoid frustration, reduce mistakes, and drive increased adoption.

...tools need to work where your employees work. They need the flexibility to be accessible anywhere...

Prove What Matters to Them Matters to You

2

Prioritize Equity, Sustainability, and Well-Being

Employees have always expected organizations to show a commitment to ensuring their safety. With their changing expectations, employees are also looking deeper for company values to align with their own views on the environment, wellness, and inclusion. That often means greater attention paid to sustainability, social responsibility and diversity, equity, and inclusion. Effectively managing environmental, social, and governance (ESG) factors are becoming critical and more complex. Do you have a system in place to listen to employees when it comes to ESG? Can you effectively analyze and take action on the issues that are important to them?

Prove What Matters to Them Matters to You

In these times, employees are even more concerned with their safety. Travel and expense management solutions must be ready to deliver integrated information available in one place, easily accessed from anywhere. This includes travel information and guidelines, airport and transportation information, and COVID-19 safety measures for every travel destination.

42%

of survey respondents say that their organization uses formal surveys to gauge employee sentiment.[11]

According to a recent Oxford Economics survey, only 42% of respondents say that their organization uses formal surveys to gauge employee sentiment. Yet listening to employees' needs and following through with action goes a long way towards helping them feel included, cared for, and respected. When travel and expense solutions are tools for proactively ensuring safety and sustainability, it shows that your organization is listening and taking part in what matters most to them.

3

Eliminate Bottlenecks and Improve Efficiency

Finance teams are under increasing pressure to manage costs and compliance with only limited time and resources. They can get bogged down with manual tasks and inefficient processes that make it difficult to get other work done. These processes have become necessary as travel, expense, and invoice management have become more complex. Only 26% of employees believe they are effectively managing these processes today.[12] Just 37% feel they have the financial visibility to inform decision-making.[13] The work they are doing to cope may not be the kind of work they were hired for, and they are becoming frustrated with the experience. What are you doing to mitigate the frustration and tedium? What valuable ideas do they have on the back burner while they spend their time on busywork?

Free Finance Teams for the Work They're Meant to Do

Eliminate the manual work to free up your finance team time for projects that move the organization forward and give them more job satisfaction. Automation, artificial intelligence (AI), and machine learning need to be part of your reimagined solution to make it happen. With machines doing manual tasks, errors are reduced, positively impacting employees who spend less time chasing corrections. Fraud and non-compliance can be more easily detected, leaving more time to tackle systemic problems. Reporting and visibility into financial situations are quicker, so employees know they are working with the most accurate data to support their strategic projects.
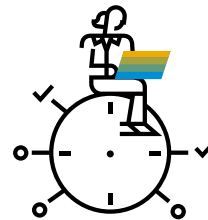
Ultimately, when your finance team is supported and empowered by a better travel, expense, and invoice experience, they have the time and confidence to do bigger and better things – like the work they were hired to do.

Better Experience Leads to Better Business Overall

Better Experience Leads to Better Business Overall

A better travel and spend management experience for employees leads to better compliance, control, and ultimately to better overall business outcomes.
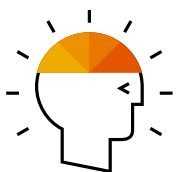
When your employees connect to a reimagined experience, they spend less time on expense reports and booking travel. Since the experience is smooth and guided, it's easier to stay within company policies. Less stress and strain plus greater compliance adds up to happier, empowered employees.

Showing employees you care about what they care about means more today than your commitment to keeping them safe. Concern for their own safety is paramount. However, their concern about other social and environmental issues is growing. Listening and taking action to make your workplace more inclusive and sustainable demonstrates your commitment to improving their lives and the world as a whole.

Freeing up time for your finance team to focus on more important work means they can be more efficient. Automating manual tasks, providing greater visibility into spending, and near real-time reports free up their time for more creative projects. Better budgeting and accurate forecasting allow them to make quick, data-driven business decisions, avoids business disruption, and helps your finance team avoid frustration and stress.

Building a Better
Employee Experience

A travel, expense, and invoice solution that addresses the three pillars is a delight for employees. It should make their lives easier and not be a barrier to getting work done. The better experience leads to increased adoption and greater compliance with policies that match their spending habits and preferences. Help and guidance built into the solution are vital to allowing them to make smart and safe choices.

Employee Users Need These Capabilities

• Mobility – anywhere access to tools that are not a barrier in the new, highly flexible work world.

• Guidance for travel booking and spending decisions to ensure they are in line with company policies.

• Capture spending information from anywhere and automatically enter it into an expense report without the need for paper copies.

• Recognize repeated transactions and preferences to simplify and speed booking or purchase transactions in the future.

• Use automated tax handling to avoid manual calculations, errors, and omissions.

• Flexibility in travel booking options, wherever they choose to book.

• Give immediate access to all travel information, including itineraries, regulations, restrictions, expense information, and COVID-19 protocols, all in one place.

Building a Better Finance Team Experience

Building a Better Finance Team Experience

A travel and expense solution that delights your employees also has to provide an excellent experience for your finance team, setting them up for greater efficiency, productivity, and faster decisions. The solution should reduce redundant and frustrating work, provide greater insight into making sound financial decisions, and leave them more time for solving more important finance problems.

Finance Teams Need These Capabilities

- Employ AI and machine learning to automatically analyze expense reports, simplify and speed up the auditing process.

- Identify issues with compliance before reimbursement and uncover patterns of spending or policy violations.

- Get support from a team of global audit experts combined with intelligent technology to help drive compliance and identify potential fraud.

- Integrate travel and other spending tools to reduce manual work needed to connect disparate data sources.

- Get fingertip access to travel information and itineraries to ensure the duty of care is always satisfied.

- Access connected information to help make better decisions faster and with greater confidence.

Resources

The Experience Matters

Your employees will propel your business forward.

Their expectations and needs have changed. Your employee travel and spending policies and procedures have also changed. Can your travel, expense, and invoice management solution keep up with the demands? Does it include the three pillars essential to a better employee experience for travel and expense management? Employee and finance team experience as they interact your travel, expense, and invoice solution ultimately has the power to impact the overall success of your business. If you haven't taken the time to rethink it, now is the time to start.
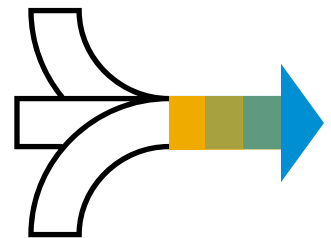
Learn more about SAP® Concur® solutions and start improving the experience.

Resources

Why Accenture for SAP Concur Solutions?

Accenture and SAP have a longstanding relationship that extends more than 40 years. To enable and help accelerate our client's business transformation from vision to value, we introduced SOAR with Accenture to complement and extend RISE with SAP.

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For more information, visit accenture.com/sap.
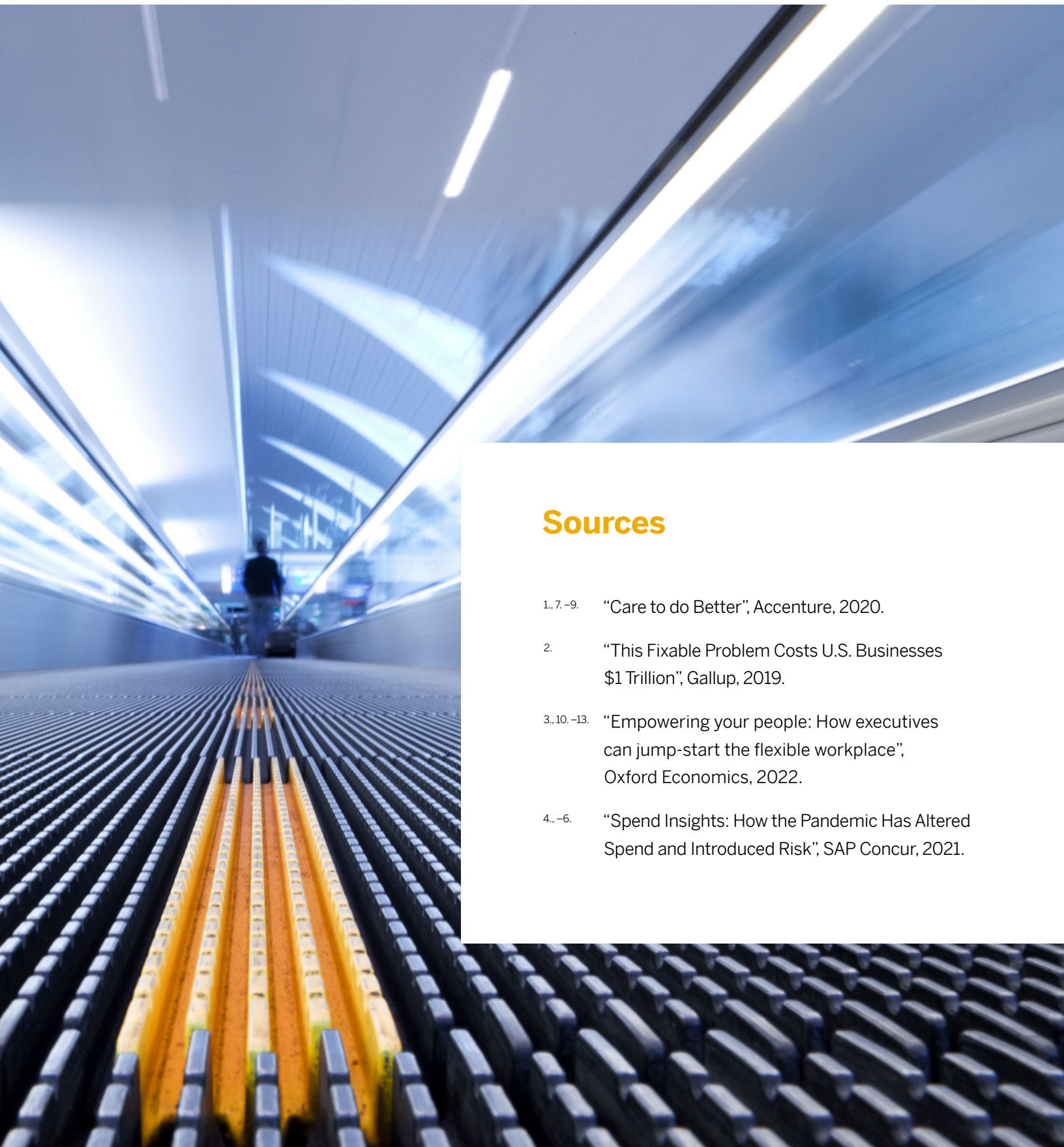
Resources

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