

# 7 Ways to Unlock Business Potential with Intelligent Travel and Expense Solutions



The ongoing evolution of work means businesses now require more efficient, secure, and productive corporate travel and expense processes and policies. By embracing intelligent travel and expense (T&E) management solutions to streamline T&E, businesses of all sizes can improve the employee experience, reduce costs, increase ROI, and meet their sustainability goals.

SAP® Concur® commissioned Forrester Consulting to research and evaluate the business impact of intelligent T&E solutions. Based on their findings, here are seven considerations for companies evaluating these solutions.





# 01

## Prioritize a single T&E solution

Organizations that combine T&E into a single platform realize greater benefits than those that don't. By leveraging a single solution, businesses can improve their data security, enhance their financial visibility, and deliver a more unified employee experience.

As a result, these companies are less likely to experience the challenges that can plague their disconnected competitors. For example, 54% of decision-makers at organizations that use siloed T&E tools say they see a lack of automation and tools as a challenge, compared to only 29% of decision-makers from organizations that use an integrated T&E platform. In addition, decision-makers using siloed tools are 1.5 times more likely to say that the lack of near-real-time visibility into data, processes, or systems is a challenge for their companies.

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## 02

### Build with remote and hybrid work in mind

While some employees are returning to the office, many are still completely remote or have a hybrid in-person/remote schedule. As a result, 72% of organizations say they are concerned about personal and company data security as it relates to their T&E solution.

The right solution is one that puts security first so that remote work doesn't expose the organization to risk. Of respondents who have already implemented a modern T&E solution, 71% cite increased security and data protection as the top benefit they've achieved. In addition, companies that leverage an advanced solution are better positioned to ensure T&E policy compliance, with 72% of those organizations saying they are satisfied with automating policies and maintaining compliance with their T&E solution, compared to only 32% of those that use a non-integrated platform.

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## 03

### Prepare for an increase in corporate travel

Employees are back on the road, with 77% of travel program decision-makers expecting demand for travel to grow due to remote work and an increase in in-person events. For many businesses, employee travel is essential to business success: 77% of leaders say employee travel is important for customer relationship management, 67% say it's important to acquire new customers, and 60% believe it's important to help employees improve their skills and personal development.

As a result, businesses need to invest in intelligent T&E tools that layer in flexibility for business travelers, provide full spend visibility for travel decision-makers, and deliver an expansive partner ecosystem to encourage compliance, cost-savings, and productivity as a business' travel program gains momentum.

# 77%

of leaders say employee travel is important for customer relationship management.



## 04

### Focus on efficiency and productivity

64% of survey respondents say they are under pressure to manage costs and optimize resources more effectively, spurring companies to drive KPI improvements such as operating efficiency and employee productivity. Because of this pressure, 76% of T&E decision-makers say their most important company-wide goal is to improve efficiency and productivity by increasing automation.

By leveraging a modern T&E solution, companies can automate manual activities such as approvals and audits to increase efficiency and reduce costs. By leveraging intelligent automation, businesses can use AI to remove the obstacles that keep employees from being able to focus on high-value work. Not only does this intelligence help people work more effectively, but it allows organizations to be more agile and responsive in the face of new opportunities or competitive threats.

# 76%

of T&E decision-makers say their most important company-wide goal is to improve efficiency and productivity by increasing automation.



## 05

### Improve the employee experience

With competition for top talent fierce, businesses must do everything they can to attract and retain employees. It's no wonder that 72% of decision-makers rank improving the employee experience as a top priority, while 61% say the same about enabling employees to accomplish more by improving their organization's ability to innovate and adapt. However, the lack of automation in T&E means employees have to waste time with inefficient processes.

By investing in intelligent T&E tools, businesses can drive employee adoption of both the tools and company policies, helping the company achieve a faster return on its technology investment while meeting its compliance goals.

# 61%

of decision-makers say a top priority is enabling employees to accomplish more by improving their organization's ability to innovate and adapt.





## 06

### Look for solutions that support sustainability

Sustainability initiatives are increasingly seen as a core business responsibility, with 60% of decision-makers citing sustainability as a top five company-wide initiative. As such, finance leaders and travel managers are being tasked by company leaders to reduce the carbon footprint of employee travel as part of their organization's overall commitment to sustainability.

Consequently, 65% cite the ability to view sustainability metrics for travel as a key feature in a modern T&E solution. Of those who have already implemented an intelligent T&E solution, 50% say it has helped decrease their carbon emissions.

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## 07

### Be ready to scale

A continually changing economic environment requires organizations to be prepared for everything. An intelligent T&E solution is flexible enough to support your business as it grows and adapts.

Companies that have implemented an integrated T&E solution are better positioned to scale as their business needs change. 55% say it allows them to increase their scalability and flexibility, while 56% cite it as a factor for effectively managing a multi-vendor environment.

# 55%

say an integrated T&E solution allows them to increase their scalability and flexibility.



SAP Concur solutions make it easy to automate and integrate all your T&E processes so you can get a unified view into travel bookings and spend data in one place. Gain new insight into your spending, increase spend and travel policy compliance, gain greater control of costs, improve the employee experience — no matter what your goal, SAP Concur solutions are here to help you make every spending moment matter.

**Learn more about SAP Concur travel and expense solutions.**

To learn how an integrated, automated, and AI-driven T&E platform can unlock value for your organization, read the full research paper: **Empower the Future of Work with Intelligent Travel and Expense Solutions.**



## About SAP Concur

SAP® Concur® is the world's leading brand for integrated travel, expense, and invoice management. Driven by a relentless pursuit to simplify and automate everyday processes, the solutions guide employees through business trips, move authorized charges directly into expense reports, and automate invoice approvals. By integrating near real-time data and using AI to analyze transactions, businesses can see what they're spending, improve compliance, and avoid possible blind spots in the budget. SAP Concur is imagining a world where travel and expenses practically manage themselves, helping businesses run at their best everyday. Learn more at [concur.com](https://concur.com) or the SAP Concur [blog](#).

