SAP Concur

Compliance with Confidence: How SAP Concur Helps Organizations Spend Smarter

In today's business world, there are plenty of ups, downs, and sideways turns that come with managing spending and compliance.

Because of this, your organization needs to be more certain than ever that you're maintaining your governance, risk and compliance requirements with internal spending rules, industry regulations, and local laws everywhere you do business. Your organization also needs to be future-ready so you can see and analyze all your spending in an instant.

By enabling business leaders and employees to automate travel, expense, and invoice processes, SAP Concur solutions make it simple to gain more control over spend so you can ensure compliance with sustainability requirements, tax rules, internal budgets, and everything in between.

With powerful artificial intelligence (AI) and machine learning infused throughout our platform, our solutions help you smartly identify and manage spend, review every expense, check it against your organization's policies and regulations, and flag whatever needs your attention — ensuring wayward spend doesn't fall through the cracks. The result: You gain the ability to make the strategic spend decisions required to confidently take on whatever the market throws at you next.

Thousands of global enterprises rely on SAP Concur to connect and automate their spend management processes so they can improve expense report compliance without piling on manual work for their teams. Here's how SAP Concur has helped businesses like yours bring more visibility into and control of their spend and improve their operations.

Uber

Using compliance to reduce help desk tickets by 70%

Industry
Technology

Employees
26,000

Location
San Francisco, CA

Deployed
Concur Expense
Concur Select Care
Intelligent Audit
ExpenseIt

Watch the Uber customer story video

Ensuring employee spend is compliant with your company's policies is the surest way to control costs. But when done manually, it's more than a full-time job. With SAP Concur, you can leverage sophisticated AI-powered solutions to check every transaction and ensure employee spend follows government regulations and your organization's spend policies.

Take Uber, for example. After going through a 45% headcount reduction, Uber had to figure out how to leverage automation to check employee spend while removing bottlenecks in the process. Using Concur APIs along with its home-grown solutions, Uber built a chatbot that helps employees finalize their expenses while checking for accuracy.

If an expense report is rejected, the bot automatically reaches out to the employee to help them bring the expense report into compliance without requiring help desk support.

By improving its spend management process, Uber was able to automate the resolution of more than 70% of expense-related help desk tickets, freeing the help desk to focus on supporting more critical employee issues.

> "Automation is driving process efficiencies, helping us save time and helping our travelers in terms of focusing on doing their job and not expenses."
>
> **Physititia Grant**
> Global Head of Travel and Expense, Uber

Chobani

Saving 3–4 hours a day by automating auditing

Chobani

Industry
Food Beverage

Employees
2,000

Location
Norwich, New York

Deployed
Concur Expense
Verify

Watch the Chobani customer story video

Chobani has grown over the past two decades to become America's leading yogurt brand. With manufacturing facilities in New York, Idaho, and Australia, and products sold in stores around the globe, Chobani's executives are always on the go.

Before SAP Concur, the finance team spent three to four hours per day reviewing travel and expense policy compliance. Reports often came in large batches during the last week of the quarter, massively disrupting the team's other work.

With SAP Concur solutions, Chobani now leverages AI to streamline its expense report auditing process, allowing its finance team to review expenses more efficiently. Thanks to greater visibility into spending, Chobani increased its policy compliance and gained the ability to quickly resolve spending discrepancies before they became problems, which increased the organization's overall spend management confidence.

"

Once we established that we were using Verify and we were going to an AI audit tool, I saw compliance immediately improve. Employees knew that every line item, every expense in every report was going to be reviewed by AI."

Marcy Hagenbuch
Finance Systems Specialist, Chobani

PETRONAS

Saving 20% across travel and expense through increased visibility

PETRONAS

Industry
Government

Employees
47,600

Location
Kuala Lumpur, Malaysia

Deployed

Concur Expense	User Support Desk
Concur Travel	User Assistant by
Budget	WalkMe
Concur TripLink	Intelligent Audit
Concur Request	Client Web
Consultative	Services
Intelligence	ExpenseIt
Concur Select Care	Policy Audit

Watch the PETRONAS customer story video

With a presence in more than 100 countries, global energy group PETRONAS needed to digitally transform its approach to business spending to improve the employee experience around the world. As a long-time user of on-premises SAP expense management solutions, PETRONAS decided to modernize to a cloud-based solution.

With SAP Concur, PETRONAS can deliver a single travel and expense management platform to all its employees that not only automatically adapts to the unique business compliance requirements of each market, but also enables PETRONAS to gain the visibility and insights it needs to manage spend more efficiently and effectively. By doing so, PETRONAS now makes more strategic, confident spending decisions.

Employees use SAP Concur solutions to easily complete travel bookings and submit expense claims in a compliant manner, reducing the volume and cost of non-compliant spending. AI provides 100% transparency to ensure that all non-compliant spend is detected, assuring the finance team that every dollar is accounted for.

The result: Thanks to improved compliance, the finance team reduced the company's travel and expense costs by 20% while helping employees get reimbursed faster.

"

The journey with SAP Concur is not just about scaling up, it is also to partner with SAP Concur to see how they can bring new technology or future-proofed technology to PETRONAS."

Hafizan Habeeb Rahman
General Manager, Enterprise Modernization, PETRONAS

KUKA

Streamlining compliance for complex tax regulations

KUKA

Industry
Manufacturing

Employees
15,000

Location
Augsburg, Germany

Deployed
Concur Expense
Concur Travel
Concur Request
Intelligence
ExpenseIt

Watch the KUKA customer story video

Global robotics manufacturer KUKA is on a mission to make life and work easier for industrial manufacturers. To make life similarly easier for its employees, KUKA spearheaded a massive digital transformation project to integrate and automate its use of data. KUKA also added SAP Concur solutions to harmonize its expense capture, spend management, and reporting across all its locations around the world.

With most of its employees based in Germany, KUKA was mainly focused on ensuring its employees there could easily categorize expenses in compliance with the country's complex tax regulations. Before SAP Concur, employees had to itemize expense reports with the appropriate tax rate for every line item, which was time-consuming, complicated, and frustrating for users.

The KUKA team — including its tax, HR, IT, and travel stakeholders — worked together to integrate SAP Concur with its other SAP solutions to gain more visibility into spend, as well as transparency and confidence from all its business processes. Thanks to SAP Concur spend management solutions, expense reports are now automatically categorized at the line-item level so that the appropriate tax is applied. Not only does this make it easier for employees and the business to maintain compliance, but users can now create expense reports seven times faster — all with fewer errors or rejected expense reports.

> "We received the initiative from our CFO to simplify especially the hotel and entertainment expenses itemization, because it was very complex. After implementing our solution, users can create their hotel and entertainment line items seven times faster and also the submission time decreased. And from the processor side, they are finding fewer errors and they need to return fewer expense reports."

Zeta Lazar
Team Lead – SAP, KUKA

Penn State

Ensuring compliance across 9k P-card holders

PennState

Industry
Education

Employees
35,545

Location
University Park, PA

Deployed
Concur Travel
Concur Expense
Intelligence
Service Administration
Concur Request
Concur TripLink

Watch the Penn State customer story video

Penn State University was the first large higher education institution to implement SAP Concur solutions back in 2006. Before SAP Concur, the university used a legacy system that lacked reporting, visibility, or receipt capture. It also lacked the controls needed for the university to expand its existing P-card program — something faculty and staff had requested.

Nearly two decades later, Penn State depends on SAP Concur solutions to provide complete visibility into spend across multiple areas. The university now has vendor spend reports for state reporting and auditors, as well as P-card transaction reports for different finance offices on each of the university's 24 campuses — each of which handles its own expense management.

With more than 9,000 active P-cards university-wide, Penn State also uses SAP Concur solutions to automatically manage requests, such as new cards and limit changes, and to address changes and cancellations, all without compliance risk or manual intervention.

"
With SAP Concur [solutions], all the receipts are electronic and in one application. It's more convenient for our faculty and staff, and our approvers can easily see what they need to verify to approve the request."

Jan Barnoff
Former Director, Financial Information Systems, Penn State University

Newcrest Mining

Ensuring end-to-end compliance

NEWCREST
MINING LIMITED

Industry
Metals and Mining

Employees
6,150

Location
Australia, India, Canada, USA

Deployed
Concur Expense
Consultative Intelligence
Concur Essential Care
User Support Desk
Intelligent Audit
ExpenseIt

Read the Newcrest Mining customer story

Headquartered in Melbourne and operating mines around the world, Newcrest Mining faced challenges managing expenses across international teams made up of fly-in-fly-out workers in remote locations. The system it previously used to manage its expenses didn't provide much visibility into spend and relied heavily on slow manual processes with a high number of touchpoints for each expense report, increasing the risk of human error.

SAP Concur provided Newcrest with an end-to-end expense, compliance, and risk management solution that could integrate data into the broader SAP ecosystem, provide a mobile application for its remote workforce,

and make it simple to scale to other markets while allowing local teams to add their own rules and policies on a site-by-site basis. This solution also provided Newcrest with the visibility it needed to make better spending decisions.

By partnering with SAP Concur, Newcrest's finance team can rest easy with the confidence that comes from knowing every expense report is automatically audited — and that those who overspend can be easily identified in time to correct the behavior.

"
We've had an ATO audit, and without the processes around Audit with Concur, I'm sure we wouldn't have had as good of a result as we did."

Neil Sadler
Principal, Global Business Services
Finance Operations, Newcrest Mining

Top 6 reasons to choose SAP Concur

How can SAP Concur help your organization better manage spend and ensure compliance?

🌐 Utilize a global platform of travel and expense solutions that are consistent, customizable, and flexible across regions.

📊 Use spend data to drive business improvement and improve employee risk management.

🧭 Leverage leading AI technology to reduce manual errors and increase business agility.

👥 Work with any travel management company, card, or bank partner you choose.

🖥️ Reduce risk, increase savings, and get control over spend even more with our broad library of third-party app integrations.

📨 Create an automated, accessible spend management process that improves employee engagement.

Build momentum for what's next

Improving every spending moment lets your organization drive more visibility, efficiency, and productivity. Whatever your business goal is — reduce non-compliant spend, increase compliance and sustainability, improve AP and audit efficiency, or improve employee satisfaction — SAP Concur can help you achieve it. Moreover, when you work with us, you will have everything you need to succeed — a global platform of travel and spend management software, a leading compliance portfolio, tax/benefit assurance with integrated capabilities, significant experience and strong innovation in AI, and the ability to leverage our partnerships with third-party application companies.

To learn more, contact your SAP Concur sales representative or visit Concur.com.

SAP Concur

ABOUT SAP CONCUR

SAP Concur is the world's leading brand for integrated and scalable travel, expense, and invoice management solutions. Everyday processes are automated to guide employees through business trips, move authorized charges directly into expense reports, and expedite invoice approvals. By integrating near real-time data and using AI to analyze transactions, businesses can make more informed decisions, improve compliance, and avoid possible blind spots in their budgets. SAP Concur is imagining a world where travel and expenses practically manage themselves.

Learn more at concur.com.