



SAP Concur Case Study | PUBLIC

Concur Invoice – Concur Expense – Concur Travel

Opteon Property Group move to a single source of truth for invoice and expense management

Enabling data-driven business decisions with visibility of spend and cash flow control

Quick Facts

Company Name

Opteon Property Group

Solutions

- Concur® Invoice
 - Concur® Expense
 - Concur® Travel
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Industry

Property Valuations

Company Size

500

Location

Operations in Australia, New Zealand and United States with full geographic coverage

Why SAP® Concur® solutions?

- Increased visibility and transparency across spend management
- A greater return through supplier consolidation, analysis and spend analysis
- A reduction in invoice processing times as well as improvements to digital record retention, retrieval and reporting
- Streamlining of the accounts payable invoice and approval processes including the management of employee expense claims, invoice tracking and visibility with real time reporting

ABOUT OPTEON PROPERTY GROUP

Opteon Property Group (Opteon) is an international provider of valuation, advisory, appraisal management and specialist property services in Australia, New Zealand and the United States. Recognised as the largest independent valuation professional services firm in these regions, Opteon is continuously investing in technology and highly skilled people to deliver bespoke experiences that exceed the property needs of all our clients. www.opteonsolutions.com or www.apexone.com (US)



A single source of truth for visibility of spend: Moving to an automated, consolidated invoice, expense and travel solution

Opteon's overarching goal was to have one consolidated platform with visibility across their entire network and the capability of capturing all information in a central place thus aligning to Opteon's vision of being powered by innovation, data intelligence and technology.

According to Anna Devonish, Projects and Systems Manager for Finance, Opteon's internal finance processes were fragmented and inconsistent prior to adopting SAP Concur solutions, "We didn't have a centralised, common way to process expenses, book travel or manage supplier invoices. All approvals required manual transfer of documents between offices to gain signatures without a central repository or source of truth to track business spend, reimbursable expenses and travel costs."

Concur Expense was sought as a tool to manage corporate credit card spend, acquittal and reporting but based on Opteon's evaluation of the SAP Concur product suite the company expanded their product choices to also include Concur Invoice and Concur Travel with the expense module.

"We found having one platform was critical. The efficiencies we gained were across the entire workforce because every part of our business is

involved in spend and they are active players in that process from doing an expense claim to purchasing goods. We now have great visibility and timeliness of reporting across all business units and we can add value back to them in making decisions as to critical spend. Having one platform to see spend was pivotal for us."

"All of our spend activity, with the exception of Payroll, is now processed and managed via SAP Concur solutions," says Devonish. "Our initial project goals included a greater visibility of spend with improved consolidation, reporting tools and dashboards. We were looking to transition our focus to procurement activities to generate a greater return through supplier consolidation, analysis and spend analysis."

Additionally, "The change management process got easier with each SAP Concur module that we rolled out due to the familiarity of the one platform," says Devonish.



Driving data-driven decision making with **visibility of spend**

With SAP Concur solutions, Opteon was able to gain the insights needed to make important business decisions, empowering key stakeholders with a unified view.

“When COVID-19 happened, SAP Concur solutions allowed us to be able to evaluate and prioritise critical spend. It has been a very simple process to enact some very important changes around policies and cash flow,” says Devonish.

The analytical insights provided by SAP Concur business intelligence tools provide Opteon with

real-time, actionable data to proactively manage spend. “Through the use of the SAP Concur business intelligence tools we have improved BI and analytics. We have been able to build customised reports that allow us to automate our monthly accruals processes and speed up the accuracy and timeliness of our financial reporting,” adds Devonish. “The dashboard is fantastic because it is one page that leads to all the reports so depending on what is jumping out on the dashboard, that alerts me to where I need to go and grab the report, you can do it all from the dashboards.”

“SAP Concur solutions have become our **‘one – stop – shop’** for all invoicing and expenses and created efficiency across a number of cumbersome transactional processes.”

Anna Devonish, Projects & Systems Manager for Finance

Leveraging data to streamline procurement activities

Opteon is able leverage spend information by using the data as a basis for making actionable operating decisions.

“SAP Concur solutions have given us greater visibility with consolidated real-time reporting and dashboards. We have been able to transition our focus into procurement activities rather than transaction processing with a greater return on supplier consolidation,” says Devonish. “It has allowed our finance team to progress its digital transformation plan and move away from the entry and capture of information on to more value-add services such as spend analysis, procurement activities and synergy realisations on business combinations. “

According to Devonish, the consolidation of spend information has provided the company with increased buying power when it comes to negotiating contracts, “The data we get out of SAP Concur solutions, the visibility, has allowed us to review our procurement policies and our procurement opportunities. We have been able to do some supplier rationalisations and we have been able to go out and re-negotiate some of those contracts, get some better buying-power deals and broker those. We have been able to use SAP Concur data to do strategic evaluations and make some operating decisions directly out of spend information”.





Scaling while **maintaining visibility of spend** across a remote workforce

The SAP Concur platform has allowed Opteon to build a true centralised shared services centre for expenditure processing capable of absorbing new business integrations and expansions without the need for additional resources.

“SAP Concur solutions have supported our organisation in expanding our business, through a rapid period of acquisitions and business integrations, whilst simultaneously improving our transactional processing efficiency with no additional resourcing imposts,” says Devonish.

“In having implemented new processes and efficiencies we have been able to absorb an additional 17 businesses into the group with a centralised shared services finance division thus allowing these businesses to remove duplicated overheads and to focus on the growth and expansion of Opteon,” continues Devonish. “SAP

Concur offerings give us scalable solutions that are easily sustained, we have been able to pick up those businesses, integrate them overnight and deliver some synergies on those business acquisitions.”

For Opteon, the ability to manage a remote workforce while maintaining visibility of spend has proven to be a valuable benefit.

“As a property valuations business a significant majority of our workforce are field based. Having SAP Concur solutions adds to the mobility of our workforce to deal with administrative matters such as approving invoices, expense acquittals, travel bookings whilst on the road both domestically and internationally,” says Devonish. “We are able to support our field-based staff through web-enabled tools, improve our visibility over costs and more timely reporting to our business units all whilst maintaining enforceable policy compliance.”

About SAP Concur

SAP® Concur® is the world's leading provider of integrated travel, expense, and invoice management solutions, driven by a relentless pursuit to simplify and automate these everyday processes. With SAP Concur, a top-rated app guides employees through every trip, charges are effortlessly populated into expense reports, and invoice approvals are automated. By integrating near real-time data and using AI to audit 100% of transactions, businesses can see exactly what they're spending without worrying about blind spots in the budget. SAP Concur eliminates yesterday's tedious tasks, makes today's work easier, and helps businesses run at their best every day.

Learn more at concur.com.au.

About SAP

As the Experience Company powered by the Intelligent Enterprise, SAP is the market leader in enterprise application software, helping companies of all sizes and in all industries run at their best: 77% of the world's transaction revenue touches an SAP system. Our machine learning, Internet of Things (IoT), and advanced analytics technologies help turn customers' businesses into intelligent enterprises. SAP helps give people and organizations deep business insight and fosters collaboration that helps them stay ahead of their competition. We simplify technology for companies so they can consume our software the way they want – without disruption. Our end-to-end suite of applications and services enables more than 437,000 business and public customers to operate profitably, adapt continuously, and make a difference. With a global network of customers, partners, employees, and thought leaders, SAP helps the world run better and improve people's lives.

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