SAP Concur [C·]

MORE SMART WAYS TO CONTROL SPEND

How to leverage your SAP Concur solutions to help your leaders, administrators, and end users better manage spend

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The global pandemic has forever changed the way businesses operate and left a new world of work, requiring organizations to re-think how they will run.

With more employees working from home, global competition, business travel transformations, and unexpected challenges, truly optimizing spend means managing all the different ways your company spends. It means going beyond expense reports to tracking vendor spend as well. It means sniffing out spend before it happens. And it means decreasing errors and fraud; closely tying spend to budget management; and getting more visibility to help you run your business better.

Gaining this level of control over your entire company spend is easier than it may seem. Let's look at a few ways you can leverage and expand your SAP Concur solutions to help business leaders, administrators, and end users manage and control spend more simply and completely across your organization.

Improving visibility for business leaders

Business leaders need visibility to understand how cash flows through their organization and across all their categories of spend – from pre-purchase through payment.

In addition to enhancing your existing SAP Concur solutions to manage more of your spend, such as invoices and travel, you can use Concur Expense to gain insight into spend, identify trends, and adjust your policies in order to benefit the business. For example, the **Executive Overview Dashboard** provides a near-real time snapshot into the key metrics associated with spend. The dashboard includes:

- **Operational Overview:** View KPIs like "time to submit" and "spend on card" to identify opportunities to drive messaging or make policy changes that can lead to savings.

- **Spend Analysis:** Quickly compare spend trends between different periods to understand why overall spend is trending up or down.

- **Expense Categories:** Visualize the expense categories and vendors that account for most of your spend to find opportunities to save on costs and negotiate better rates. To dig in further, you can click the dropdown to view the underlying source reports.

- **Administration:** Identify how employees utilize SAP Concur so you can drive more usage and value from the solution throughout the organization.

To get to the Executive Dashboard, go to your SAP Concur home page and click through Reporting --- Intelligence --- Public Folders tab > Intelligence - Standard Reports > Premium Dashboards > Executive Overview.

Another way to gain visibility is to regularly run the **Expense Accruals Report**. This report shows all outstanding liabilities, such as out-of-pocket expenses and credit card transactions that haven't been tracked on an expense report or are on an expense report that's lingering in the approval stage. This helps you determine your potential future cash requirements and spot efficiency gaps in report submission and approval processes.

GO FURTHER

Budget is an SAP Concur tool that enables budget managers to see how expenses, invoices, and travel impact their budgets before they click "approve." And to make your reports work even harder for you, our **Consultative Intelligence** reporting experts can develop custom reports and dashboards to unlock powerful insights unique to your business.

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Improving operations for administrators

Your power users who work with SAP Concur every day, such as system admins and Authorized Support Contacts, know just how powerful our solutions can be. But with so many options, it can be easy to miss a feature or capability.

For these power users, SAP Concur holds monthly **Client Admin Training** webinars that provide ongoing education into new features, plus best practices on topics like reporting, building a travel and expense policy, fraud reduction, and even specific SAP Concur partner solutions. Hosted by the client success team, **this free series** is the easiest way to find your next new-favorite report, tactic, or shortcut.

GO FURTHER

Level up your use of SAP Concur with **User Support Desk**. It provides 24/7 support for employees, resolving their questions quickly and accurately. This frees up your IT team and admins to stay focused on what matters most in their roles.

Improving the employee experience

The new world of work can be extremely challenging for employees. Whether they're starting to book travel again or buying supplies for their home office, employees need your purchase and reimbursement process to be simple, so they can get what they need to do their best work.

The **SAP Concur mobile app** lets employees easily track expenses and submit reports whether they are in the office, at home, or on the road. Want to improve mobile app adoption? When creating processes, consider making some fields optional so that data entry is easier within the app. You can also run the **Mobile Metrics Details Report** to analyze adoption trends at the employee level so you can identify users who need additional training or encouragement to use the app.

Another way to optimize the employee experience is to add **ExpenseIt**, which enables users to snap photos of receipts right through the SAP Concur mobile app, transforming receipt data into expense line items. They can even forward PDFs or other electronic receipt images to ExpenseIt via email, and our optical character recognition technology will do the work. This eliminates manual data entry, making expenses faster to submit while improving accuracy and compliance.
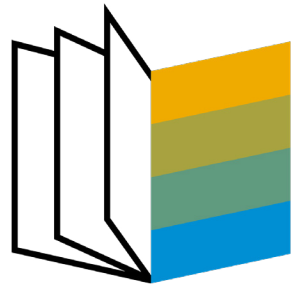
GO FURTHER

Remove the hassle of tracking mileage. With **Drive**, employees can automatically capture and get reimbursed for the exact job-related mileage they incur, helping them get paid faster and easier. It also helps reduce inaccuracies and overpayments.

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To learn more about how your SAP Concur investment can help meet the needs of the new world of work, contact your Client Success Manager. To explore SAP Concur solutions that are new for your organization, contact your Client Sales Executive.

About SAP Concur

SAP® Concur® is the world's leading brand for integrated travel, expense, and invoice management solutions, driven by a relentless pursuit to simplify and automate these everyday processes. The highly-rated SAP Concur mobile app guides employees through business trips, charges are directly populated into expense reports, and invoice approvals are automated. By integrating near real-time data and using AI to analyze transactions, businesses can see what they're spending and avoid possible blind spots in the budget. SAP Concur solutions help eliminate yesterday's tedious tasks, make today's work easier, and support businesses to run at their best. Learn more at **concur.com** or the **SAP Concur blog**.

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