

How We Support Your Success

Overview of your first year and beyond



With over 48,000 customers in more than 150 countries, SAP® Concur® is the world's leading brand for integrated travel, expense, and invoice management solutions. Our growth comes from a commitment to helping every business run at its very best. With this in mind, we'd like to introduce the key roles that make up your SAP Concur solutions team. It is these team members who will help guide you during the first year of implementation, plus help ensure your ongoing success for years to come.

Your SAP Concur Solutions Team



ACTIVATION COACH

Your Activation Coach is your primary point of contact during the Activation Stage. As a solution expert, they will help you configure your SAP Concur solution(s), plus provide support to your core administration team. Once your solution has been activated, you will be transitioned to our Support team for any future technical questions.

SUPPORT

Once your chosen solution(s) is activated you will be provided access to our Support team for resolving any technical issues or questions. Support is provided via chat, phone and our email ticketing system. If you feel you need more hands-on technical assistance, speak to your Sales Executive regarding a Service Assistant.

CUSTOMER SUCCESS MANAGERS

All customers are assigned a Customer Success Manager (CSM) after activation of their chosen solution. When required for larger solution implementations, you may also be assigned an Onboarding Customer Success Manager. Your CSM is committed to ensuring your solution grows and scales with your needs. They will keep you informed on ways to optimize your solution and provide insights into your usage and potential enhancements.

REGIONAL SALES & CUSTOMER SALES EXECUTIVES

Your Regional Sales Executive will have been your first point of contact and will continue to provide any required sales support throughout the activation and rollout stages.

Once your chosen SAP Concur solution(s) is rolled out companywide, you will transition to a dedicated Customer Sales Executive for any future product and service sales enquiries. Your Customer Sales Executive will be able to share valuable insights and creative ideas on how new SAP Concur solution services can align with your business goals and help you discover additional value in the SAP Concur connected spend platform.



“ Most times, when you’re looking at new software, it’s a big implementation, but this was simple. What Concur does for us is what some large companies work on internally for years and still cannot do.”

– Greg MacDonald, Corporate Controller, ABM Integrated Solutions

We look forward to partnering with you

We are committed to partnering with your business to help you increase efficiency and control over your spend. From initial activation through to solution rollout and beyond, a member of our team will be by your side.

