



Louisiana-Pacific is increasing compliance and automating processes with Concur Travel and Expense

With more than 24 mills and six offices in the US, Canada, Chile, and Brazil, Louisiana-Pacific's (LP) travel and expense landscape is vast and complex. The company had just adopted SAP Cloud for Travel and Expense when SAP announced the acquisition of Concur and subsequent sunsetting plans of SAP Cloud for Travel and Expense. LP prides itself on its culture of safety, quality, reliability, and innovation, so when it came time to investigate its options, the company knew any successor would have to meet a high bar.

About Louisiana-Pacific

Louisiana-Pacific (LP), based in Nashville, TN with locations across both North and South America, is a global leader in engineered wood products for the building industry. The company focuses exclusively on engineered wood products that helps its customers reduce construction costs, minimize waste, increase energy efficiency, and create safe, strong buildings.

“We’ve used several different expense applications over the last 20 years. Later applications allowed us to select our expense types, and workflows for approvers, but we still have to open the application to do anything.”

Charissa Dizon-Bachman, Business Analyst at LP

A smooth integration of travel and expense with a single login, single user interface

LP had been using Concur Travel for the past few years prior to implementing Concur Expense. Now having two applications merged under one Concur system, they now have a more robust, complete solution with a single login and user interface.



Company Name

Louisiana-Pacific Corporation

Solutions

Concur® Travel
Concur® Expense
Concur® Mobile

Industry

Manufacturing

Company Size

4,800

Location

US and Canada

Why Concur?

- Seamless integration
- Concur is the fastest way to the cloud
- Single login

“Concur Mobile is so smooth—we can capture receipts on the phone without having to do anything else.

Charissa Dizon-Bachman, Business Analyst at LP

LP piloted the Concur Expense Reporting in March 2016 and launched company-wide in April. To ensure a smooth transition, LP made sure to communicate broadly and frequently about the change to the users before, during, and after moving to Concur.

User feedback has been positive, particularly around Concur Mobile, which has revolutionized the way LP employees create and approve expense reports.

Implementation went smoothly, aided by project management from Concur and off-boarding resources from SAP. Both SAP and Concur have a joint support system for off-boarding SAP Cloud for Travel and Expense clients. With the workshop dedicated to conversion education, along with several off-boarding resources such as web services to extract data, the journey is meant to be effortless.

LP has different standards for mileage in Canada, not to mention custom expense types, but the company worked with Concur to configure the system appropriately. “Concur has definitely made it easier for us to see what’s going on with our corporate card program spend,” Dizon-Bachman says. “Travelers in particular have it easy, because, both the travel and expenses start and end in Concur. It’s one system now. So approvals are easier too—you can see the receipts much more easily.”

The system enables LP employees to connect to vendors on the Concur ecosystem, too—so for example, when an employee needs to take a car service like Uber or Lyft to a meeting, the receipts automatically appear in that employee’s expense report. “We’ve been slowly moving to the cloud, but with Concur, we’ve realized how effective cloud computing can be,” says Vicki Frank, LP Shared Services Supervisor. “It’s amazing how cost-effective it is, and how much time we’ve saved just by making this one change.”

Month-end processing completed in one-day

Concur has been a hit at LP, with its intuitive interface, easy navigation, and expedited receipt capture. It’s faster to both create and approve expense reports in Concur than it ever has been at LP—something employees have noticed. “They can view everything from their mobile devices, without having to log onto a laptop to see attachments or approve reports,” Dizon-Bachman says. The time it takes employees to do receipt capture has been reduced by at least half, she added.

“The administrative and accounting teams love it too: with paperless processing, it takes them less time to do reviews and approvals, because everything’s at their fingertips,” Dizon-Bachman says. Month-end processing, which once required three days, is now completed in one day, and processing times have dropped by 50 percent. “Our compliance for receipt handling has also changed for the better,” she adds. “It’s hard to quantify a time savings, but Concur has enabled us to improve our compliance, which is quite a big enhancement.”

Frank agrees. “The user experience has been revolutionized,” she says. “It’s intuitive, easy to navigate, and faster to reconcile charges. It’s even easy to find expense types—instead of having to scroll through a couple hundred entries, an employee can just start typing in the code and the correct expense type comes up.”

The time savings can’t be overstated, Frank added. “Using Concur means that most of us actually work an 8-hour day now. We can get more done and tackle the projects that have been sitting on the back burner. We’re not just reactive anymore, we’re proactive, and that’s thanks to Concur.”

Organizations who are considering putting Concur in place may want to consider making any changes to their corporate cards before the migration, Frank suggested, and moving to both Concur Expense and Concur Travel simultaneously. “The integration between Expense and Travel is seamless,” Frank says. “If I could give one piece of advice for anyone considering Concur, it would be this: don’t wait. It’s such a powerful tool for all concerned—employees, the administrative and accounting teams, and leadership. You won’t regret it.”