

SAP Runs SAP: Managing US\$700,000 in Annual Spend with Concur® Travel & Expense



Picking a travel and expense solution isn't easy for a global company the size of SAP SE. It's a strategic decision based on transparency and spend management – two massive and often unwieldy issues for large enterprises. Fortunately, SAP's own travel and expense offering – **the Concur® Travel & Expense solution** – fits the bill, simplifying travel for employees worldwide.





Unifying Global Travel and Expense Management with **Concur® Travel & Expense**

SAP SE

Walldorf, Germany

www.sap.com

Industry

High tech

Products and Services

Enterprise management software and services

Employees

>91,000

Revenue

€23.76 billion

SAP® Solutions

Concur® Travel & Expense solution

Before: Challenges and Opportunities

- Move global travel and expense management to one user-friendly cloud solution
- Comply with company policies, financial goals, and global and local regulations
- Gain transparency to improve processes and contain costs

Why SAP

- Deployments of Concur Travel & Expense in Europe and the United States at the time of the Concur Technologies acquisition by SAP
- User-friendly UI and mobile access for a consumer-grade experience
- Ability to manage continually changing requirements across global regions

After: Value-Driven Results

- One solution for everything from booking to expense reports
- 24x7 mobile access and intuitive user interface, allowing users to book and manage trips in minutes
- Two minutes to validate expense compliance – down from a half hour
- A few clicks to complete expense reports with immediate processing and reimbursement
- Greater visibility, improving compliance and transparency
- Faster and easier policy and process changes

Executive overview

Company objectives

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- Implementation highlights

Business transformation

Future plans

“Concur Travel & Expense matches the needs of our employees because it’s so intuitive. **The employee satisfaction rate is already at 75% and continues to rise.”**

Peter Rasper, Executive VP and COO, Global Finance, SAP SE



A Major Business Decision with Personal Implications

A global leader in enterprise software and software-related services, SAP SE is the world's third-largest independent software manufacturer based on market capitalization. Dedicated to helping businesses of all sizes run better, it must also contend with making its own decisions about the best software options to meet business needs. With more than 91,000 employees working in 130 countries, the company must have a solid travel and expense management solution.

"As you can imagine, not only is SAP's size a logistical challenge, but the complexity of operating in so many countries can be daunting," says Tamara Braun, chief procurement officer and senior VP of SAP's global procurement organization. "We needed

a solution that could not only help us run simply but also scale to the enormity of our growing global business."

Travel and expense management is not just about booking trips and buying dinners. Employees have personal preferences too. After all, it's their time and their travel – they want to plan it their way. So finding the right solution for everyone was a major business decision. Ultimately, SAP based its choice on three key priorities: making sure the solution was user-friendly and convenient; complying with company policies, financial goals, and a vast and complex set of global and local regulations; and ensuring transparency to improve processes and contain costs.

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US\$700,000

In annual spend through Concur Travel & Expense



Why the Concur® Travel & Expense Solution

At the time SAP was acquiring Concur Technologies, it was also in the process of implementing the cloud-based Concur® Travel & Expense solution in Germany, France, Denmark, and the United States. The new solution, which currently impacts roughly 20,000 users, was replacing an on-premise legacy system that was deeply integrated with SAP's core ERP systems. In fact, SAP was – and still is – migrating users from multiple systems onto Concur Travel & Expense, which means a variety of users and user experiences need to come together in the simplest way possible.

Concur Travel & Expense brought everything SAP needed to the table. Given its own expertise in enterprise process management, SAP knows that, if a system isn't easy to use, people work around it. So the user-friendly user interface (UI) and mobile access of Concur Travel & Expense were key draws.

Employees get the consumer-like interface they are used to in their daily lives, allowing them to book and manage trips in minutes. Plus, they can complete expense reports in a few short clicks, so no one – from the back office to the front lines – has to wait for data or to be reimbursed.

Another key factor in SAP's choice of Concur Travel & Expense was the solution's ability to manage requirements across global regions. As Holger Kupsch, head of global process management for procure to pay at SAP, notes, "One of the main challenges with the travel and expense process is to include all the various local legal requirements across the 65 countries where we are live. Concur Travel & Expense helps us do that – all within one, complete, mobile-enabled, booking-to-reimbursement solution. That is a key differentiator for us."

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Insights from a Global Rollout

Rolling out Concur Travel & Expense to 80,000 people in 65 countries was a learning experience. Not only did it help SAP figure out the dos and don'ts for the future, but it also revealed some best practices.

First, it is important to know your end game. As Braun explains, "Be clear about what you're trying to achieve – set common objectives and work toward them." A big part of this is implementing change management. "Focus on your people first," says Peter Rasper, SAP's executive VP and COO of global finance. "This is a new way of working, and people need to understand that. Extra outreach and communication will pay off in the end."

From a project management perspective, a committed team is a must. Bring your IT team, business users, and Concur Travel & Expense solution experts

to the table and establish a process for addressing challenges. As Kupsch notes, "To move fast with a deployment of this size, you need a dedicated project team and a structured decision-making process that involves all key stakeholders." Confidence in local solution experts is also critical. As Matt Wilkin-son, chief project expert for the rollouts, explains, "You have access to really great implementation resources. They know how to set up Concur Travel & Expense in Poland, for example. They know the local regulations and the language. Listen to them. We haven't found a country yet where we haven't been able to meet local needs."

Finally, avoid overcustomization. Take advantage of best practices. Rasper advises, "Don't let all deviations through. Concur Travel & Expense is built based on what works best, so try to harmonize the processes based on the tool instead of the other way around."

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One User-Friendly System Providing Total Transparency

With Concur Travel & Expense, SAP now has a single solution for the entire travel and expense process – from booking to expense reports. This is big, especially for such a massive, global organization. Making changes to policy and processes is now faster and easier. As Kupsch notes, “When we need to introduce changes globally, Concur Travel & Expense helps makes it quick and quite simple. I think this is one of the most important benefits.”

Concur Travel & Expense also gives SAP visibility into the details of each individual expense report, plus the ability to validate each expense against global and local policies. This helps improve compliance and increase transparency into spending and budgets. “Standardized trip auditing that is adapted to each local policy is a game changer,” continues Kupsch. “You used to have to look up the policy, read it, and then check the trip. Now, you answer a clear

set of questions and you’re ready to go. A process that took half an hour now takes a couple of minutes.”

That visibility translates into significant savings as well. Kupsch goes on to explain, “The tool actually helps us understand spending behavior. For instance, we have the insight to better negotiate with hotels and airlines. We can also see whether a trip is really necessary. That can lead to double-digit percentage savings for flights and hotels.”

But perhaps the greatest advantage is the solution’s usability. “Mobility, an intuitive UI, and speed are what make Concur Travel & Expense indispensable,” explains Wilkinson. “It’s so user-friendly, you don’t need any training. You just start using it. Every day, more people are saying they don’t know how they would live without it.”

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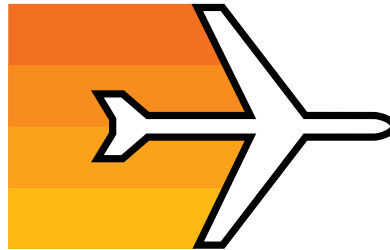


Rollouts of **Additional Functionality** and **to More Locations**

Deploying Concur Travel & Expense was a massive shift for SAP, and things are still changing. Innovations and tools that SAP has never used before – such as electronic receipts – are being added every day.

As Wilkinson explains, “The whole thing is really cool. You can go to a hotel, stay four nights, have a meal, get some laundry done, and charge whatever other expenses. Then the receipt is automatically sent to Concur Travel & Expense when you check out, and the expense report is created with all the charges added and itemized. This depth of connection throughout the travel and transportation industry is something SAP employees have never experienced.”

As Concur Travel & Expense continues to be rolled out to other groups and countries at SAP, it is clear the solution was the right choice – not because it comes from SAP, but because it works for SAP, its business, and its people.



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Studio SAP | 57975enUS (18/05)

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