

What will my **Implementation** Look Like?



Every implementation is unique, and we'll take the time to synchronise ourselves with your specific requirements. We have lots of best practice knowledge which we'll share during our meetings – plus there are some frequently asked questions we can help with now.

Is There A Standard Methodology?

While each project is slightly different, here's an outline of the methodology we recommend following:

- 1. Getting started:** Establish the project team, gather requirements, and attend the on-boarding call.
- 2. Requirements and analysis:** Attend the project strategy session to establish requirements and finalise the project plan.
- 3. Configurations review and validation:** Set-up of interfaces, carry out project team training, and deliver a confirmed final configuration.
- 4. Deployment:** Carry out end-user training, prepare the production environment, and then carry out the Go-Live.
- 5. Transition:** Complete transition to SAP® Concur® client support.



For a fully detailed explanation of exactly what to expect from a SAP Concur implementation, including roles and responsibilities, project structure and timeframes, download our [Implementation Guide](#).



What's my role in the implementation?

Your team will need to provide requirements, build any special integrations and test out your site. You'll be partnered with a SAP Concur team who will help get everything up and running. They'll also train you as a SAP Concur administrator and help develop a rollout and communications plan.



How long will the implementation take?

It is hard to say as it depends on a lot of factors. We'll work as a team to make sure your project plan suits your requirements and readiness.



Who needs to be involved?

We'll help make sure you've involved the right people. Usually, you will always want a strong Executive Sponsor, someone from IT, and someone from Finance. You may also want to involve HR, Procurement, and your Travel Manager.

WHO DO I CONTACT IF I NEED HELP?

We want your implementation to be a success and for you to see great returns on your investment in SAP Concur. That's why we've got a range of support options available throughout the duration of your implementation.

Key SAP Concur points of contact

We'll build a team around your unique configuration, but every implementation will have a SAP Concur Implementation Project Manager (IPM), who will be your main point of contact and manage the implementation from our end.

Will there be help for training my employees?

Most organisations choose to train their own employees. Our [Deployment Toolkit](#) is a great place to start – or the 'Training' PDF we supplied along with this one. We also offer ongoing technical support from SAP Concur's [User Support Desk](#), which you can discuss this with your Client Engagement Executive or your IPM.

Who do I contact if there is an issue after implementation?

For any technical difficulties, reach out to Customer Support via phone, online chat ([on Concur Support](#)). For customers with Service Administration, creating a case for Consulting may be a good option. For any business-related questions or anything else, reach out to our Client Development team.

Whatever is waiting around the bend, SAP Concur are here to support you on your journey.