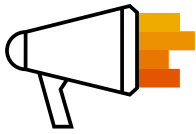


Communicating Your SAP Concur **Implementation**



A good change management plan is key to keeping everybody informed and making sure your implementation runs smoothly.

We'll run through some commonly asked questions in this PDF, but make sure you also check out our best practice [guidelines](#) for detailed steps on how to make a great change management plan.



Who do I need to keep in the loop?

Make sure your Executive Sponsor is involved and establish who the other key influencers you need support from are. Strong executive sponsorship is one of the most important factors for success, as these were likely the people involved in selecting and approving SAP® Concur®. Our [Executive Kit](#) is a useful resource to share with your sponsor(s).



When do I communicate the change?

Now you've established whose support is needed, there needs to be a communication plan in place to contact them. Our [template comms plan](#) is a good place to start. If you need Department Heads to cascade information down to their respective teams, make sure they know what you need them to do.



How will my end users know what to do with SAP Concur once it goes live?

One great benefit of SAP Concur is how simple it is for end users. Some training will still be needed though – so check out our [comprehensive training guide](#) for a good starting point.



What if not everyone gets the training? Or some users forget what they were taught?

This is normal and happens in most organisations. The [getting started](#) guide walks end users through the most critical tasks and we have plenty of [helpful videos](#) for the most common tasks employees will need to perform.

SAP Concur are here to support you on your journey and want to ensure you see a great return on investment – so don't hesitate to reach out if you need further assistance with your change management strategy.