

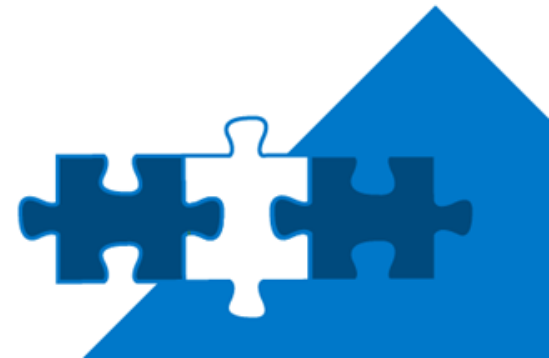
The presentation will begin shortly. Audio will be streamed directly via your computer speakers. Enjoy the webcast!



Taking Your Concur Expense Program Global

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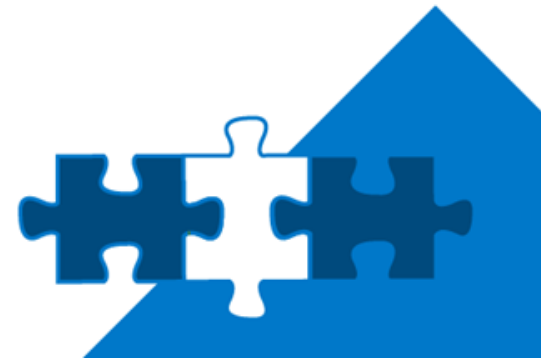


Objectives

Understand the benefits of global deployment

Build a case to expand your Concur solution to reach all employees globally to maximize your investment

- Best practices prior to deciding to expand globally
- Other Concur services to support you along the way
- Client case discussion



BELLEVUE
SAN FRANCISCO



ALLEN
EDEN PRAIRIE



ATLANTA
VIENNA



LONDON



FRANKFURT | PARIS
PRAGUE



BANGALORE



MANILA



SYDNEY



Why go global?



Why go global with Concur?

Expertise you won't outgrow

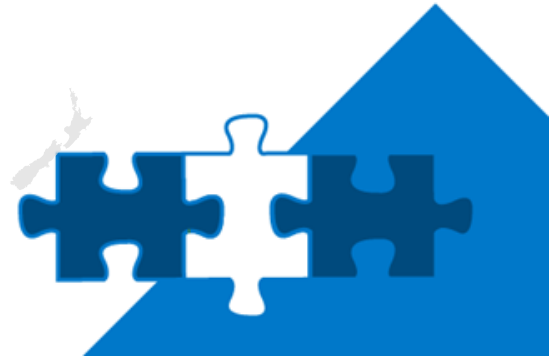
- Concur supports your business at every stage of growth and evolution

Industry-leading innovation that benefits you

- Our passion for a better way drives breakthrough innovation that benefits your employees and keeps your business out in front

Open ecosystem expands your view

- Concur dynamically connects your spend and partner data to reveal powerful insights that empower you to run your business better



Benefits

To the business

Automated tracking and management of in-country regulations

Visibility into spend that supports global business decisions

Global corporate card and vendor data consolidation

To travelers and end users

Simple user experience tailored to specific employee locations

Ease of use driving adoption via mobile apps for those on the go

Risk mitigation through increased visibility into traveler whereabouts



Building a Case





Building a Case

Understand your global overview



Locations	System Audit	Known Travel Intel	Partner Support
Office locations, traveler destinations, locations with the most expense reports currently.	Identify what systems are currently used in those locations. (HR and Finance systems)	How much travel vs. expenses are there, how do they travel (air, car, rail), where do they travel to?	Current TMC or other back office partners to leverage via integration?





Building a Case

Understand your global overview



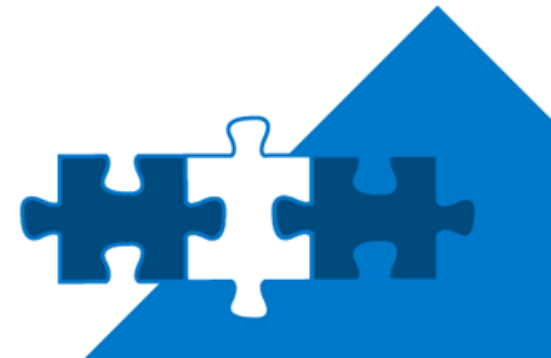
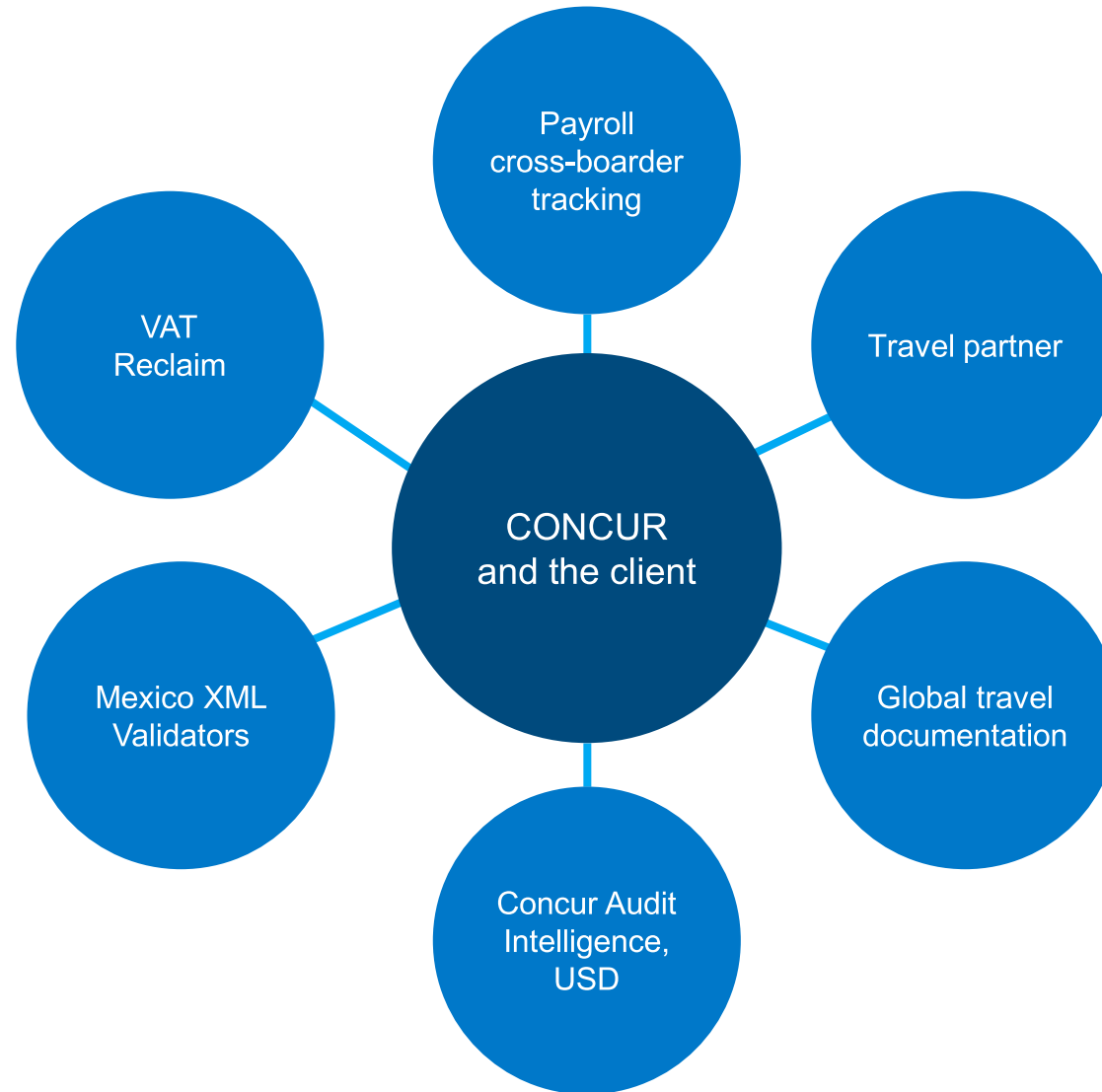
Process and Policy	Determine logical deployment country grouping	Cross-functional team engagement	Country/Region Management
Understand company culture. Regional or global policies?	Currency, Customs, Language, Regulations, product availability.	Timeline, competing projects, who will lead implementation.	Do they currently manage their own processes or are there shared services?





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Leverage the Ecosystem



A person wearing a pink hoodie is sitting at a desk, looking at a smartphone. A laptop is open next to them, and the scene is lit with soft, warm light. A dark blue horizontal bar is overlaid across the middle of the image, containing the text "Best Practices with Acquis".

Best Practices with Acquis

Overview

Acquis Overview

The Global Model

Creating a Global Template

Change Management

Readiness Assessment



Acquis Consulting

Acquis is a Certified Concur Implementation Partner

- Experienced management consultants, with an expertise in Corporate Travel & Expense
- Concur Deployment experience in over 90 countries
- Helping companies implement Concur since 1998
- Employees located in U.S., UK and India



Create a Global Model

Why?

Sets the groundwork for a scalable implementation

Prevents scope creep

Created a template for markets to use during implementation

Reduces time spent on implementation

Makes system maintenance easier

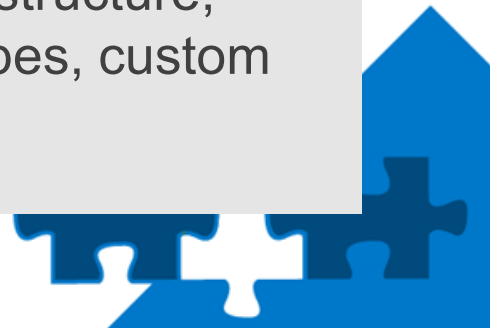
How?

Use your expense policy as a basis

Allow for deviations only where there is a local statutory requirement

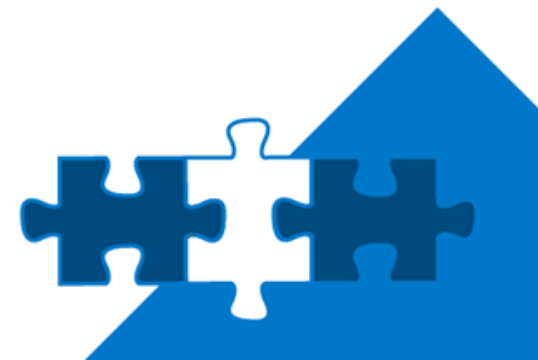
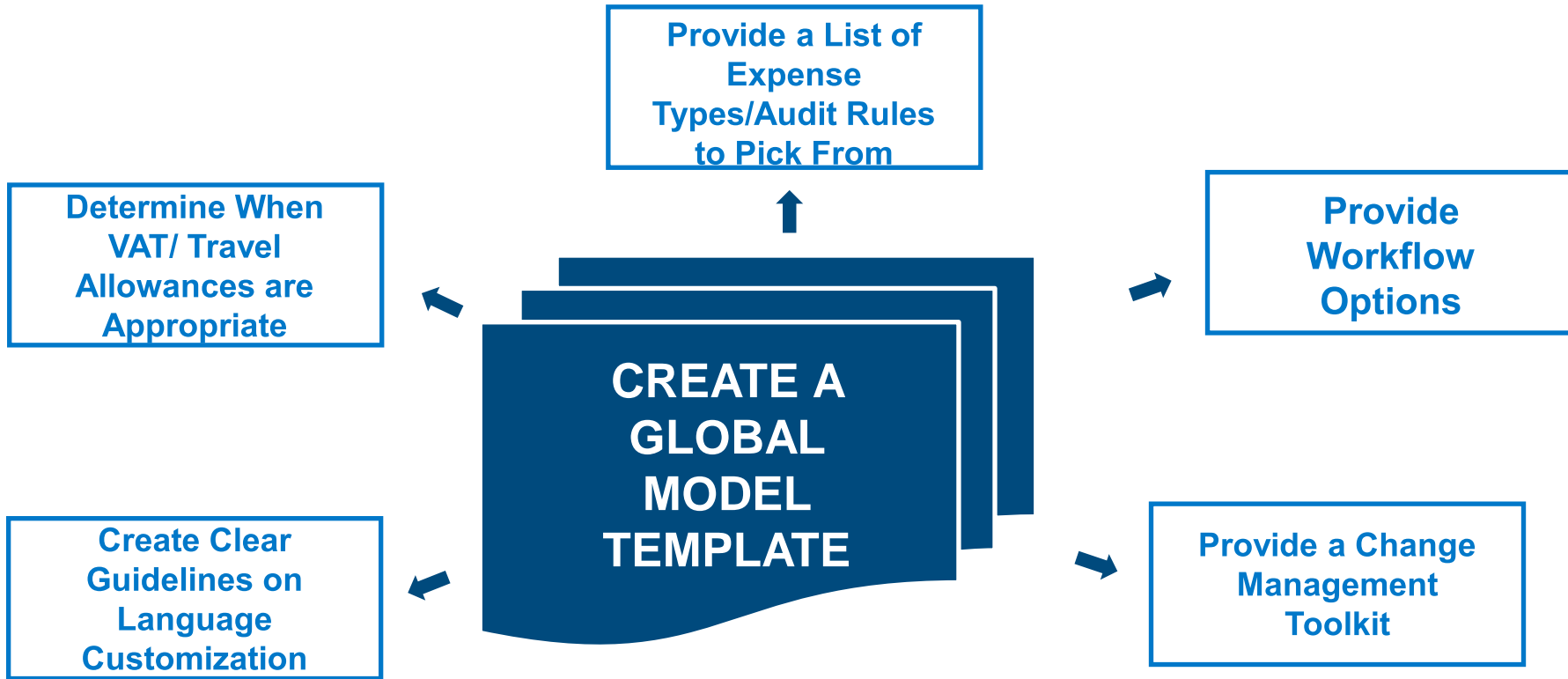
Leverage what has already been built in prior Concur implementations

Consider workflow, accounting structure, audit rules, groups, expense types, custom fields and reporting





Global Model / Standard Documentation



Think about Change Management at the start

What is your company's change management philosophy?



Conduct a Readiness Assessment

Local Market Considerations



- Has local leadership bought into the project
 - ✓ Country manager?
 - ✓ Local senior executives?
- Is the necessary hardware in place
 - ✓ Scanners?
 - ✓ Broadband connections?
- If planning on using mobile, has the company issued smart phones or is bring your own device (BYOD) permitted?
- Have you considered any foreign market local nuances, geopolitical issues or cultural differences
 - ✓ Credit card acceptance/adoption?
 - ✓ Works council agreement?

Support Model



- What will the End User Support model be?
- Will system administration be handled by
 - ✓ A centralized team?
 - ✓ Local resources?
 - ✓ Concur Admin?
- Can the support team support local languages if required?

Conduct a Readiness Assessment

Timing



- Are local resources available and able to commit to the project?
- Are there any competing projects that would impact
 - ✓ Project start date?
 - ✓ Resource capacity?
- Are there plans to change the ERP system in the near future?
- What is the current status of the corporate credit card program
 - ✓ Card program already in place?
 - ✓ New bank relationship to be established?

Resources



- Do we have the right people on the project
 - ✓ Local Market Knowledge (for requirements, testing and sign off)
 - ✓ Tax and Compliance
 - ✓ Produce Communications
 - ✓ Perform Training
 - ✓ Provide Translations for Localization
- Will a central team build the interfaces between Concur and the financial systems?
- Have resources from previous Concur implementations been assigned to new projects?

A person wearing a pink hoodie is sitting at a desk, looking at a smartphone. A laptop is open next to them, and the scene is dimly lit. A dark blue horizontal bar is overlaid across the middle of the image.

Case Studies

Global Concur Implementation: *Moving from SAP T&E to Concur*

Institution: Global Technology Company

Employees: 9,000

Countries Live with Concur: 43

Implementation Lessons learned:

- A strong governance structure is essential to an aggressive timeframe – the company implemented all countries in 12 months and only allowed for statutory deviations.
- Change Management cannot be underestimated - There might need to be different approaches for different audiences (e.g. Approvers vs. End users).
- Card program changes don't happen overnight. The Card team and Concur implementation teams need to be closely aligned.



Global Concur Implementation: *in a more decentralized environment*

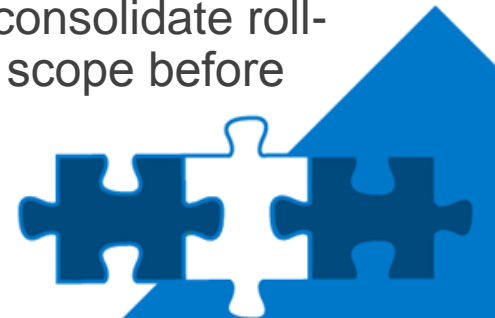
Institution: Multinational Food, Snack, & Beverage Company

Employees: 264,000

Countries Live with Concur: 40

Implementation Lessons learned:

- When different project teams will be involved, make sure appropriate time is allocated for knowledge transfer and addressing questions.
- New countries may be eager to use Concur, as quickly as possible. Have a game plan to consolidate roll-outs on a set “release” schedule and make sure that everyone is on the same page about scope before starting the project.





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Q&A



