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

SAP Concur
Housekeeping

Audio is streaming. There is no dial-in.

Send us your questions via the Q&A widget!

Additional materials can be found in Resources folder

A replay will be emailed to you within 24 hours

For best experience:

- Use Google Chrome
- Close other open programs
- Log off VPN

Tech issues?
Refresh your browser window first. Click the Info button or chat us for assistance.
Improving Employee Experience During Times of Uncertainty
A Solution Series Webinar

Nicole Jackson | Global Solutions Consultant, SAP Concur
Our Team

Nicole Jackson  
Solutions Consultant  
SAP Concur

Erin McDermott  
Solutions Consultant  
SAP Concur

Jennifer Russell  
Solutions Consultant  
SAP Concur
Research Findings and Data Points

96% of companies have canceled or suspended all or most international travel. 82% have canceled or suspended all or most domestic business travel.

85% have a work from home policy. 70% are developing contingency plans to get work done (e.g. teleconference, and video meetings). 79% are providing updated health and safety info to employees.

54% feel the outbreak will change the way their company conducts business going forward, even after the threat has passed.

3-6 Months

40% of companies predict corporate travel will resume within the next 3 months. 17% said 6 months is more realistic. 40% are unsure.

75% describe the impact of COVID-19 as “significant” to their business.

89% of business trips have been cancelled. Which is double the estimate from the 3/10 poll where estimates were only at 43%.

SAP and SAP Concur Offerings

Practical Help to Tackle COVID-19 Disruptions

A letter from SAP’s Co-CEOs

Free Access to Select SAP Software*

In this time of uncertainty, we are opening access to technologies that can help employees, companies, communities, and governments continue to move forward.
Formula for Improvement

- Establish your Goals
- Build a Cross Functional Team
- Determine Employee Pain Points
- Evaluate and Implement Technology and Process Solutions
- Develop a Pilot Group
- Optimize and Refine
Establish Your Goals

Top Employee Experience KPIs:

- 50%: Employee Productivity
- 48%: Employee Satisfaction with Technology
- 44%: Performance Assessments
- 44%: Cost Savings
- 44%: Employee Engagement
- 35%: Solution Adoption
- 34%: Workflow Bottlenecks/Technology Friction
Build a Cross-Functional Team

- Travel
- Finance
- Compliance/Data Privacy/Legal
- HR
- IT

CONSULT WITH YOUR SAP CONCUR ACCOUNT TEAM!!!
Determine Employee Pain Points

- Do our tools provide the best user experience for employees?

- Are our travel booking tools easy to use? Do they provide the data we need to control costs and provide duty of care?

- Can we automate the most time-consuming, manual tasks?

- Are our teams able to access spend data automatically, or do we have to continuously bother employees to get that information?

- Does our configuration allow us to scale as we grow?

- Can we integrate our solution better with internal systems?

- Are we making our processes mobile-friendly so employees can work on the go?
Top Employee Complaints About the T&E and Invoice Process:

45%: Invoice approval is difficult or takes too long

42%: Manual entry of invoices is time-consuming and error-prone

35%: It takes too long to submit expenses

32%: Current tools don’t work with apps already being used

32%: Travel booking process and tools are cumbersome and restrictive
End user survey feedback

- Feedback is optional
- Data is anonymized
- Available in reporting
  - Administration folder
    - User rating summary – expense
    - User rating summary – travel
- Enabled by support
❑ Can we articulate why we deployed this process?

❑ Are we leveraging the technology available and in a meaningful way?

❑ Have we reviewed aged configuration?

❑ Have we communicated this policy effectively?

❑ How are other organizations doing it?

CONSULT WITH YOUR SAP CONCUR ACCOUNT TEAM!!!
Connect with Peers

Enhance Support Levels

Utilize Blogs and Short, Digestible Training Videos
Review Configuration

Leverage Company Notes on Homepage

Leverage Automated Messaging via Intelligence
Establish a Pilot Group

“The only application in the organization that improves my efficiency. You are doing something right.”

User

“It is a tool that now we can’t imagine living without. It also allows staff to devote their time to other projects.”

SAP Concur administrator
Optimize and Refine

1. Establish Your Goals
2. Work Cross-Functionally
3. Determine Employee Pain Points
4. Evaluate Process and Technology
5. Leverage a Pilot Group
6. Optimize and Refine
Customer Example

Industry: Life Sciences
Countries: 100+
User Population: 16k
Concur Footprint: Travel, Expense
Been with SAP Concur since 2011
Establish the Goal

01

- CEO Process Transformation Challenge
  - Set forth T&E Transformation Initiative
  - 30 day process to present to Senior Leadership
4 - Cross Functional Teams

- Each team had representation from HR, Legal, Compliance, Finance, IT
  - Program Management Methodology
  - Benchmarking & Best Practice Focused
Determine Employee Pain Points

- 3.9 User Survey Rating
- Inefficient Approval Process
- Policy Unclear
- Average Expense Report Creation Time – 2.5 Hours
Evaluate and Implement Technology and Process Solutions

- System Simplification
- Increase Mobile Adoption
- Establish Global Policy
- Leverage AI/ML Technology to Improve Process
Establish a Pilot Group

- Phased Roll Out
- Solicited Feedback
- Captured KPIs
Optimize and Refine

Objectives

Expand Access to Mobile App

System Simplification

Reduce required Receipts

Remove Manager Approval

Critical topics

Expense-it Usability OCR

New User interface Expense types

Country by Country approach

AI to analyze receipts

Business Purpose & City of Purchase

Tax consultancy on required fields: required for few expense types such as Meals, HCP transactions, Miscellaneous

Before 40 Expense types

Today 7 Expense types

Hotel Itemization

Per night breakdown

Total amount with Number of nights field

Only certain expense types (meals or related to HCP) require detailed information.

Hotel Itemization time reduction 90%

Hotel Itemization time reduction 90%

Business Meals

Two expense types based on attendees:
1. Business Meals: Employees + Externals (Non-HCP Involvement)
2. Business Meals: Employees Only

Due to compliance reasons, business meals with Externals, third parties and/or HCP related will still require full details of attendees.

Business meals time reduction 64%
Call to action

Solicit feedback from your end user population

Continuously review configuration and processes

Identify KPIs as a result of changes
The Financial Perspective Podcast

We need you!
Are you interested in taking part in SAP Concurs first client led podcast?
• Discuss lessons learned in the industry
• Share stories of innovation
• Have a candid conversation of what life is like right now mid Covid-19
• No need to have a story in mind, we are just looking for fun, candid conversations with our clients!

Please visit www.thefinancialperspectivepodcast.com and "I want to be a guest!"
Thank You.

Contact information:

Nicole Jackson
Solutions Consultant
nicole.jackson01@sap.com
Q&A
Follow all of SAP Concur

Learn more at concur.com

© 2019 SAP SE or an SAP affiliate company. All rights reserved.

No part of this publication may be reproduced or transmitted in any form or for any purpose without the express permission of SAP SE or an SAP affiliate company.

The information contained herein may be changed without prior notice. Some software products marketed by SAP SE and its distributors contain proprietary software components of other software vendors. National product specifications may vary.

These materials are provided by SAP SE or an SAP affiliate company for informational purposes only, without representation or warranty of any kind, and SAP or its affiliated companies shall not be liable for errors or omissions with respect to the materials. The only warranties for SAP or SAP affiliate company products and services are those that are set forth in the express warranty statements accompanying such products and services, if any. Nothing herein should be construed as constituting an additional warranty.

In particular, SAP SE or its affiliated companies have no obligation to pursue any course of business outlined in this document or any related presentation, or to develop or release any functionality mentioned therein. This document, or any related presentation, and SAP SE’s or its affiliated companies’ strategy and possible future developments, products, and/or platforms, directions, and functionality are all subject to change and may be changed by SAP SE or its affiliated companies at any time for any reason without notice. The information in this document is not a commitment, promise, or legal obligation to deliver any material, code, or functionality. All forward-looking statements are subject to various risks and uncertainties that could cause actual results to differ materially from expectations. Readers are cautioned not to place undue reliance on these forward-looking statements, and they should not be relied upon in making purchasing decisions.

SAP and other SAP products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of SAP SE (or an SAP affiliate company) in Germany and other countries. All other product and service names mentioned are the trademarks of their respective companies.

See www.sap.com/copyright for additional trademark information and notices.