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Join us for our first-ever online SAP Concur Travel Industry Summit. Learn about best practices, new adoptions, and what is to come in the future of business travel.

September 17, 2020

Save the Date!

SAP CONCUR FUSION EXCHANGE evolve

October 13, 2020
Customer Spotlight
How Mitel Networks Improved their AP Processes and User Satisfaction
A Solution Series Webinar
Today’s Presenters

Jeanne Dion
Senior Value Consultant
SAP

Tracy Hahn
Global Disbursements Manager
Mitel Networks
Agenda

- Spend Governance is every company’s goal
- Lessons in improving Accounts Payable efficiencies and user satisfaction
- How to gain control over spending while creating efficiencies
Spend Governance is every company’s goal
Average cost of processing a manual invoice is $15-40 per invoice

Accounts Payable Network
Non-PO Spending

Almost 25% of AP professionals say non-PO spending is their biggest pain point

- Lack of control
- Manual Process
- Compliance Issues
- No visibility into the spend
80% of suppliers account for 20% of spend
Tail Spend
Not managed under contract or other controlled process

Usually time sensitive or immediate

No formal supplier management

No formal process for ordering

Typical spend categories

- Rent
- Utilities
- One-time supplier purchases or fewer than 5-10 purchases a year
- Low dollar/high volume purchases (e.g., catering, office supplies, plowing, site-specific purchases)
Adopt an **Innovation Mindset**

- Automation
- Remove duplicative processes
- Introduce new processes and tools to enhance, not burden
- Be open to possibilities
Lessons in improving AP efficiencies while increasing user satisfaction
Mitel – An Overview

- Telecom company
- Over $1.3B in revenue
- 1,600+ patents and applications
- #1 in total cloud seats worldwide, private cloud worldwide, and UC market share in Europe
- 3,200 employees in 34 countries
  - 27 Countries currently on the SAP Concur Platform
- Partner with both Major League Baseball and the Ottawa Senators Hockey Team
- 8 acquisitions/mergers in 5 years
  - AP departments absorbed into existing infrastructure
Mitel
An Accounts Payable Overview

$45M = average AP spend per month

Process 9400 invoices per month
- 66% of invoices are non-PO
- Remained of spend PO-based
  - 13% SAP Concur PO
  - 21% SAP PO
- All invoices processed within Concur platform

Partially outsourced AP model
- India and Bulgaria along with internal resources
The Business Challenges

- Too many systems
- Small Purchasing Team
- Not-so-user friendly
- Lack of integration with other systems
- Data gathering was a struggle
- Long cycle times
The Solution Required

- Scalability
- Automation to drive accuracy and control
- User satisfaction for all customers
- Accuracy
- Cycle time reduction
Efficiencies

Automation

Route invoices directly to owners through configuration tools
- Only 10% of invoices require manual routing

Supplier expense mapping
- Reduces errors and improves cycle time speed

Approval Workflows
- Created special workflows by spend type, PO, or Non-PO spend all in one tool

Supplier setup simultaneous to invoice routing
- Routes for approvals and holds until supplier setup is completed to reduce cycle time

Dashboard or Invoice Manager Screen
- Track invoices and address bottlenecks
Efficiencies

User Satisfaction

- HR integration ties to approval workflows and onboarding experience
- Pre-configured coding takes out guesswork and frustration
- Online training and support
- Able to support multiple languages
Efficiencies
Accuracy and Cycle Time Reduction

- Auto-posting invoices reduces errors and increases speed to close
- Ease of reporting for process and spend visibility for accurate accruals
- Pre-coding reduces need for pre-post audits and provides accurate accruals
- Invoice routing allows accurate accrual against correct owner’s cost center
Results

Invoice Life cycle reduction
- 4.9 days to submit
- 2 days to approve

Reduction in costs
- Reconfigured AP model and reduction to 1 outsource centre instead of 2 (60% AP cost savings)

Month End Close process – 4 days
- Previously 8 days or more
How to gain control over spending while creating efficiencies
Step 1 - **Identify**

**Identify and analyze**

- Analyze the non-PO spend
  - All spend channels
  - Identify spend categories/spend types
  - Review all spend policies and reduce gaps
- Define scope and goals
- Identify and evaluate tools based on challenge
  - Software
  - Payment Tools
- Concur Deployment Toolkit – Change Management Template
Create strategic plan for execution

- Get buy in from senior management for changes
- Create a cross-functional team to function as project team
- Develop and implement your plan
- Develop baseline for KPIs that measure success
- Create training programs for all involved
Step 3 - Execute

Implement all process changes and tools

- Deliver training for tools and processes
- Begin KPI tracking and begin reporting for senior management
- Conduct lessons learned with cross functional team
- Meet quarterly as team to provide continuous accounting and procurement improvement
One Secure, Cloud-based Platform that Scales with Your Business

Cloud-based services from SAP Concur bring travel, expense, and invoice spend data together with a comprehensive supplier network, best-in-class processes to control spend, giving you a unified view for more intelligent business decisions. See our connected products and services.

### Core products

**Concur® Travel**
- Book travel, increase compliance and monitor spending

**Concur® Expense**
- SAP Concur integrates all your expense data, so you can manage spending wherever, whenever it happens

**Concur® Invoice**
- Connect invoice data in a single system with all of your organization’s employee-initiated spend, so you can track and manage cash flow down to the penny

### Extended services—Products

**Budget**
- Budget makes budgets visible, actionable and near real-time for managers and budget owners, leading to better-quality spending decisions and greater fiscal control.

**Intelligence**
- Leverage reporting tools and dashboards to highlight insights that drive better decisions

**TripLink**
- TripLink captures reservations and brings them into SAP Concur, plus users enjoy added perks like Tripllt Pro

**Concur® Locate**
- Locate and communicate with any employee, anywhere to keep them safe and to provide assistance

**Expensify**
- Available in the SAP Concur mobile app. Expensify makes it simple to take a photo of a receipt and automatically create and categorize expenses

**Concur® Request**
- Manage expenses before they occur, eliminate unnecessary spend and ensure greater policy compliance

**Company Bill Statements**
- Automate the purchase card process from employee purchase to general ledger integration

**Central Reconciliation**
- Reconcile centrally billed accounts improving accuracy and reducing administrative costs

**Payment Solutions**
- Automatically pay employees, corporate cards and vendors, enabling your people to focus on growth

**Concur® Drive**
- Integrated into the Concur app, Concur Drive uses GPS technology to allow travelers to accurately log and report distance, provide “receipts” for mileage, and flow directly into expense reports

**Concur® FAVR by Motus**
- Provides variable and fixed rate mileage reimbursement to fairly reimburse employees driving more than 5000 miles a year, save money, and reduce liability for your organization

### Extended services—Service based

**Audit Solutions**
- Using both Artificial Intelligence and a team of auditors, SAP Concur provides audit solutions to fit your business process. Whether you have your own internal audit team or are looking to outsource that portion of your audit compliance requirements, we have a service that can address your business needs.

**User Support Desk**
- Provide your users with support directly from SAP Concur and free yourself up for more strategic tasks.

**Administration Support Solutions**
- Helping administrators with best practice guidance, configuration recommendations, and coaching when needed

**Integration Services**
- Simplify your business with end-to-end, automated data synchronization between SAP Concur and your business applications. You can create your own integration, or we can develop a solution that connects your ERP, CRM, and HR systems with SAP Concur in real time.

**Invoice Capture**
- SAP Concur captures data from invoices in most formats and validates the data prior to approval and payment

**Consultative Intelligence & Analytics**
- Our experts focus on getting the right data to the right audience at the right time to drive better business decisions

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See the Concur Expense self-guided demo at [https://www.concur.com/self-guided-demo-expense](https://www.concur.com/self-guided-demo-expense) to see how our connected partner app ecosystem transforms spend management.

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