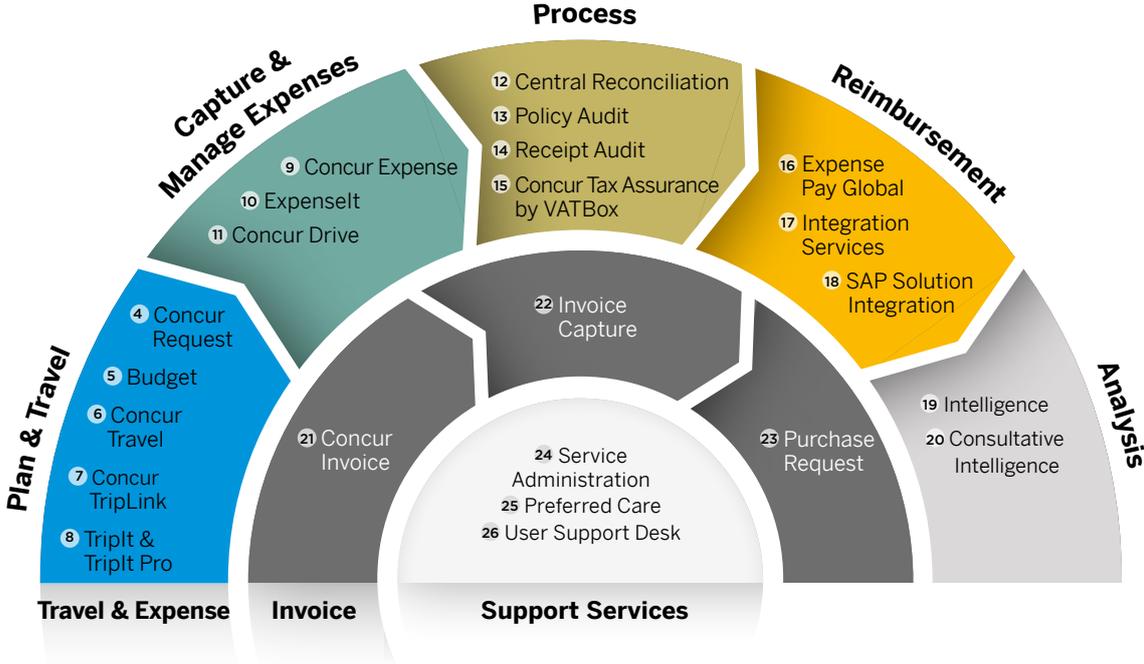


SAP Concur Products and Services EMEA Flashcards



Welcome to the future of business travel management. With SAP Concur Services, your business can access the Era of Tomorrow, today. From booking to invoicing to reporting, our intelligent tools enable you to individually optimise your end-to-end process and make a successful start into a smart future.



Products and Services

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Concur Request

Concur Request simplifies pre-trip approvals by showing the purpose of each trip along with estimated costs for travel bookings, other expenses, and cash advances. Concur Request delivers a more efficient process and better visibility overspending before it happens.



Benefits and advantages

- Concur Request creates a seamless travel request and helping businesses track actual spend against planned budgets
- Forecast expenses outside of travel bookings
- Allow employees to submit estimations of the cost of travel before booking and provides visibility into the purpose of each trip
- If cash advances are in place but tighter control of budget is needed, Concur Request easily lets employees request cash advances and track planned versus actual spend, and even lets you carry over unspent funds from preapproved cash requests

Top functionality

- Create a seamless travel request and approval process
- Streamline trip preparation – travellers only need to enter trip details once
- Simplify cash advance – Concur Request lets you track planned versus actual spend, and even lets you carry over unspent funds from preapproved cash requests

Estimated effort for implementation



Best Practice Bundle

- Concur Expense
- Budget
- Concur Travel
- Concur TripLink

Available in the following languages:

Bulgarian, Chinese, Croatian, Czech, Danish, Dutch, English, Finnish, French, German, Hungarian, Indonesian, Italian, Japanese, Norwegian, Portuguese, Korean, Polish, Romanian Russian, Spanish, Slovak, Swedish and Turkish.

Budget

Budget is a tool that provides visibility and control into a company's budget within the SAP Concur solution. Budget is available on mobile and desktop and provides easy to use dashboards to make timely decisions.

Benefits and advantages

- Budget offers real time visibility of both pre and post-spend at your fingertips and allows companies to quickly and simply identify the budgets available
- Budget provides control over who sees what, allowing customised hierarchies and permissions, as well as customised alerts when budgets are approaching spending limits
- Budget eliminates delays caused by lack of decision-making through clear processes
- Customers are able to anticipate spend even before it occurs

Top functionality

- Integrated solution with near real-time data. Budget integrates with Concur Expense, Concur Invoice, and Concur Request to aggregate employee-initiated spend
- Customisable alerts – such as, when budgets are approaching spending limits
- Control over who sees what with customer hierarchies and permissions



Estimated effort for implementation



Best Practice Bundle

- Concur Expense
- Concur Invoice
- Concur Request
- Purchase Request
- Concur TripLink
- Concur Travel

Available in the following languages:

Bulgarian, Chinese, Croatian, Czech, Danish, Dutch, English, Finnish, French, German, Hungarian, Indonesian, Italian, Japanese, Korean, Portuguese, Norwegian, Polish, Spanish, Russian, Slovak, Swedish and Turkish.

Concur Travel

Concur Travel helps organisations manage their employees' business travel experience to be the most stress-free and productive it can be. At the same time, the solution ensures compliance with guidelines and budgets as well as visibility of travel plans.

Benefits and advantages

- Give your employees an easy to use, intuitive booking tool which helps them book within policy and points them towards preferred suppliers
- Use Concur Travel to apply and enforce your travel policy before the trip and provide finance better visibility into spend and budgets
- Concur Travel for mobile allows travellers to manage their itineraries and expenses on the go for both Domestic and International travellers

Top functionality

- Effectively manage and control your travellers program – get visibility on how your travellers are spending and improve policy compliance
- Approve, reject, and request changes during an employee's trip planning process enabling more visibility into spend
- Integrate all itineraries across channels, wherever and whenever they're booked



Estimated effort for implementation



Best Practice Bundle

- Concur Expense
- Concur TripLink

Available in the following languages:

Bulgarian, Chinese, Croatian, Czech, Danish, Dutch, English, Finnish, French, German, Hungarian, Indonesian, Italian, Japanese, Korean, Norwegian, Portuguese, Polish, Russian, Romanian, Spanish, Slovak Swedish, and Turkish.

Concur TripLink

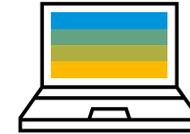
Concur TripLink captures every reservation and brings the itinerary into SAP Concur, allowing the business to more accurately report on spend and support their duty of care obligations.

Benefits and advantages

- Concur TripLink helps consolidate itineraries to ensure businesses have insight into their spend, such as top vendors, and can manage cash flows and budgets effectively
- Concur TripLink improves traveller satisfaction and productivity by providing one, central place where they can manage all their travel plans. With Triplt Pro, managers have greater visibility of their teams travel plans
- Support your company's duty of care obligation – know the location of both domestic and international travellers in emergencies, regardless of how or where they booked their travels

Top functionality

- Connects trips, travellers, and itineraries across multiple channels
- Negotiated rates on direct bookings made with participating suppliers
- Triplt (a complementary app) provides the traveller with a security rating for 65,000 cities and neighbourhoods worldwide. The app evaluates the general security at the business travel destination as well as 6 additional categories: physical damage, security of women, LGBTQ, theft, political freedoms and health and medicine.



Estimated effort for implementation



Best Practice Bundle

- Concur Expense
- Concur Travel

Available in the following languages:

English, German and French.

Available in the following countries:

Australia (SMB), Belgium, Canada, Denmark, Finland, France, Germany, Ireland, Luxembourg, Netherlands, Norway, South Africa, Sweden and UK.

Triplt & Triplt Pro (Part of TripLink)

Triplt Pro helps travellers stay one step ahead from planning to landing. Whether it's a week-long conference or a weekend away, Triplt will create a master itinerary for every trip. Triplt Pro gives travellers a heads-up as things happen and helps them navigate any surprises along the way. All of this is available as a perk for your business travellers.

Benefits and advantages

- You will increase travel program satisfaction by providing Triplt, a popular consumer app and perk for your business travellers
- When your travellers use Triplt Pro, their itineraries will become available in Concur Travel and Concur Expense, so you can gain visibility and apply policy to bookings made in multiple channels
- Triplt Pro enables customers to capture itineraries that are booked from non-Concur TripLink integrated suppliers, allowing to boost travel program satisfaction, gain visibility into outside bookings, and better fulfil duty of care responsibilities

Top functionality

- Flight Status – Sends real-time flight alerts throughout the trip
- Neighbourhood Safety – Shows safety scores for the neighbourhoods visited
- Carbon Footprint – Tracks and shows offset options for flight's carbon emissions



Estimated effort for implementation



Available in the following languages:

English (UK & US), French, German and Japanese.

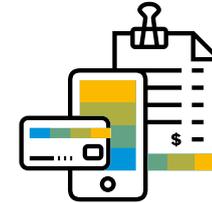
Triplt also supports confirmation e-mails from thousands of suppliers around the world in English, French, German, and Japanese.

Available in the following countries:

Belgium, Denmark, Finland, France, Germany, Ireland, Luxembourg, Netherlands, Norway, Sweden, Switzerland and UK.

Concur Expense

Concur Expense is the core of all Concur solutions. It enables total visibility into company spend in order to manage budgets more effectively, forecast more accurately and achieve corporate compliance. Concur Expense is available on mobile and desktop. The solution is easy to use for travellers and the back office and streamlines the entire expense management process.



Benefits and advantages

- Implement one global solution across your business that adapts to local regulations
- Increased visibility and insights into your T&E spend
- Faster expense approvals and out-of-policy trip detection
- Increase user adoption by offering an end-to-end truly mobile experience
- Increase productivity as end users can effortlessly create and itemise expense reports on the go
- Reduce the administrative load, save time and eliminate the common human errors and low accuracy involved with manual data entry

Top functionality

- Connect all your spend data in a single system- such as e-receipts, credit card feeds and travel itineraries
- Automatically calculate mileage, travel allowances and taxable amounts based on your company's policies or statutory regulations
- Helps you to ensure compliance to your companies policies with individual configurable audit rules
- Mobile App- captures receipts and even helps you convert your paper receipts into legal digital receipts as well as letting you submit/approve expense reports
- The Concur App Center gives your organisation and your travellers access to a broad network of partners

Estimated effort for implementation



Best Practice Bundle

- Concur Travel
- User Support Desk
- Concur Expenselt

Available in the following languages:

Bulgarian, Chinese, Croatian, Czech, Danish, Dutch, English, Finnish, French, German, Hungarian, Indonesian, Italian, Japanese, Korean, Norwegian, Portuguese, Polish, Romanian, Russian, Slovak, Spanish, Swedish and Turkish.

Expenselt

Expenselt leverages OCR technology and machine learning technology to automatically read, itemise, and categorise expenses from a receipt photo and is fully integrated into the Concur mobile app.

Benefits and advantages

- Save time and productivity by giving end users the ability to effortlessly create and itemise expense reports on the go – removing the tedious nature of categorising expenses
- Easy hotel itemisation
- Reduce issues with delays or errors in expense submissions

Top functionality

- Expenses are populated and matched with receipts and credit card charges, eliminating manual entry errors and increases accuracy
- Expenselt categorises and itemises expenses for you using OCR technology, eliminating the need to populate expense fields manually



Estimated effort for implementation



Best Practice Bundle

- Concur Expense
- User Support Desk
- Concur Drive
- Audit

Available in the following countries:

Austria, Belgium, Denmark, Finland, France, Germany, Ireland, Italy, Luxembourg, Netherlands, Norway, South Africa, Spain, Sweden Switzerland and UK.

Concur Drive

Concur Drive is an effortless way to capture and expense car mileage within the SAP Concur mobile app. Drive reduces self-reported mileage expenses by automatically capturing actual distances driven to control mileage spend.

Benefits and advantages

- Concur Drive offers increased visibility when mileage is incurred through accurate and automatic distance tracking (GPS)
- Reduce fraudulent and erroneous mileage reporting through auto upload – users can pre-set Concur Drive to upload trips to Concur Expense automatically
- Streamlined and user-friendly experience
- Ability to discern business and personal mileage
- Essential and detailed information captured for compliance measures
- Cost savings, by ensuring only distances travelled are paid for

Top functionality

- Automated tracking – users can set their work hours in the app, and during these hours, automated tracking uses smart sensors
- User initiated tracking – users can also choose to start and stop tracking themselves
- Auto upload – users can pre-set Concur Drive to upload trips to Concur Expense, automatically



Estimated effort for implementation



Best Practice Bundle

- Concur Expense
- Expenselt
- Audit

Available in the following countries:

Austria, Belgium, Denmark, Finland, France, Germany, Ireland, Italy, Luxembourg, Netherlands, Norway, South Africa, Spain, Sweden Switzerland, UAE and UK.

Central Reconciliation

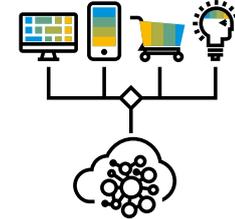
The Central Reconciliation feature allows a processor to match and compare the invoices generated by a company Lodge card against the pre-approved expenses included in the Travel Request for the travel incurred by the user associated with this Lodge card.

Benefits and advantages

- Reduces the manual reconciliation effort and administrative load
- Lodge card statements are quickly processed and reconciled, without relying on employees filing expense reports
- Assists with cost control and fraud preventions

Top functionality

- Central Reconciliation gathers charge transactions into a single view where the Central Reconciliation Processor can perform verification prior to approval
- Single view system automatically matches charges to the C.R. invoice provided by the card bill issuer
- Unmatched or “orphaned” C.R. invoices, due to an incorrect or blank Request ID or Employee ID value, are listed in a single view for review and resolution



Estimated effort for implementation



Best practice Bundle

- Concur Expense
- Concur Travel
- Concur Request
- Intelligence

Available in the following languages:

English, French and German.

Policy Audit

Policy Audit includes all the features of Receipt Audit plus checks for a range of company policy/prohibited spend, such as flight upgrades and parking fines.



Benefits and advantages

- Policy Audit improves accuracy and ensures policy compliance
- Obtain insights that can help you take action for compliance improvement and cost reduction

Top functionality

- Policy Audit can check for a range of prohibited spend, including flight upgrades and parking fines
- Receipts can be assessed against an agreed tax receipt criteria
- Work with your designated audit specialist to update your rules whenever needed as your company grows or your policy changes

Estimated effort for implementation



Best practice Bundle

- Concur Expense
- Expenselt
- User Support Desk

Available in the following languages:

* Arabic, Chinese, English, French, German, Japanese, Korean, Portuguese and Spanish (subject to change)

* Tier 1 languages are supported and best efforts are made for other languages

Receipt Audit

Receipt Audit provides checks to ensure the date, amount, and expense types match the expense claim. It also ensures that missing receipts follow the correct guidelines, helping the company avoid risk.



Benefits and advantages

- Checks your expense reports for accuracy
- Receipt Audit frees up resources to focus on more value-add activities
- Understand what has caused reports to fail by drilling into the specific reasons
- Accurate finance
- Standard VAT checks for UK and Australia

Top functionality

- Receipt Audit checks to make sure the date, amount, and expense type matches the claim
- If a receipt is missing, the audit review will determine if your missing receipt guidelines have been followed
- Your designated audit specialist helps you to update your rules whenever needed as your company grows or your policy changes

Estimated effort for implementation



Best practice Bundle

- Concur Expense
- Expenselt
- User Support Desk

Available in the following languages:

* Arabic, Chinese, English, French, German, Japanese, Korean, Portuguese and Spanish (subject to change)

* Tier 1 languages are supported and best efforts are made for other languages

Concur Tax Assurance by VATBox

Concur Tax Assurance by VATBox helps organisations comply with global tax regulations. The dynamically updated data completion and VAT/GST compliance platform is designed with sophisticated AI algorithms and intricate up-to-date tax knowledge to capture, analyse and enrich the data in 100% of Concur Expense transactions – digitizing the compliance process and maximising recovery.

Benefits and advantages

- Aggregating data from multiple sources to validate the information and checks for recoverable VAT/GST eligibility. The bottom line is higher compliance and returns with full visibility over every step of the process
- Gain peace of mind against audits and penalties with the ability to optimise data integrity in compliance with global VAT/GST/HST regulations
- Understanding where VAT/GST is incurred enables you to achieve timely and accurate recovery
- Concur Tax Assurance delivers insight into the areas of lost VAT empowering companies to influence traveller behaviour and maximize future VAT/GST recovery

Top functionality

- Dynamically updated rates and rules engine enables access to current indirect VAT/GST rates, rules and data postings
- Tax Assurance allows customers to configure tax rules for tax recovery interpretations specific to the organisation
- Access to tax experts with intricate knowledge of regulations around the globe who will work on your behalf to fulfil inquiries from tax authorities
- Comprehensive dashboards and reports to provide insights comprehensive dashboards and reports to provide meaningful insights and detailed audit trails
- Customers are indemnified against fines and penalties in the event incorrect data is reported. (Applies to Domestic Tax only)

Estimated effort for implementation



Best practice Bundle

- Concur Expense
- Concur Travel
- Expenselt
- Audit

Available in the following countries:

VATBox technology country coverage extends to over 96% of the identified VAT/GST/HST potential in the Americas, EMEA and APAC regions.

UI is in UK English only.

Expense Pay Global

Expense Pay Global provides an end to end expense report-to-payment process, allowing clients to streamline and automate their employee and card reimbursement processes.



Benefits and advantages

- Decrease time to reimbursement for employees with the ability to schedule more frequent and automated payments which are reconciled within the SAP Concur payment manager.
- Reduced administrative overhead to allow businesses to free up the AP team to focus on tasks that deliver more value to your business
- Better employee experience with full visibility for employees and finance into the life cycle and status of the expense reimbursement
- Flexibility to schedule corporate card payments to optimise cash flow and maximise card rebates

Top functionality

- Support for any ongoing queries will be managed directly by SAP Concur client support
- Supporting cross-border EURO payments with one account across all 16 countries
- Flexibility on reimbursement schedules – different groups can have different or the same schedules for payment of cash and corporate card batches
- Full visibility to payment process within the SAP Concur UI and optional email notifications at every stage for the employee and processing team
- Quick and simple onboarding process which can take from a few hours to a few business days

Estimated effort for implementation



Best practice Bundle

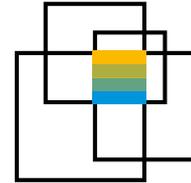
- Concur Expense
- Expenselt

Available in the following countries:

Austria, Belgium, Canada, Denmark, Finland, France, Germany, Greece, Ireland, Italy, Luxembourg, Netherlands, Portugal, Spain, Sweden, Switzerland, USA and UK.

Integration Services

SAP Concur has four standard integration options that are available to customers for the purposes of exchanging information between the SAP Concur spend management platform and their ERP, accounting systems, and/or other systems.



Connectors are a pre-built, out-of-the-box integration option that provides near real-time data exchanges.

Key Benefits

- Automatic transfer of data between SAP Concur and the customer's ERP
- Real time
- No maintenance or manual intervention
- Experienced help for set-up and ongoing support

On-Demand is a self configurable export file out of SAP Concur and into a customer's ERP and/or financial systems.

Key Benefits

- Included as standard, no additional cost

File Transfer Protocol (FTP) automatically schedules the delivery of the same extract file as the On-Demand option, without the need for manual exporting/uploading.

Key Benefits

- No human interaction, automated

Web Services is an option for customers to build connections over the internet via an application program interface(API).

Key Benefits

- Near real-time data exchange alternative when a connector is not available or FTP is not sufficient

SAP Solution Integration

The SAP Concur and SAP integration is a native end-to-end integration, meaning near real-time data synchronization between systems with no manual interaction required and customers reimbursing employees faster, without errors and delays.



Benefits and advantages

- End-to-end visibility of spend across all channels in near real-time
- Reducing complexity and accurate data integrations for faster employee reimbursement
- Minimising the risk of posting errors by automation—keeping master data in both systems in sync
- Eliminate manual processes – including file uploads and downloads
- Streamlined implementation, reduced maintenance, lower costs, and a simplified system landscape

Top functionality

- Direct integration with SAP ERP and SAP S/4HANA Cloud
- Data synchronisation that automates updates from the SAP ERP application of SAP S/4HANA to SAP Concur solutions
- Intuitive, integrated process monitoring for quick and efficient identification and correction of financial posting issues
- Flexible mapping and conversion to support specific integration use cases

Ideal solution for clients with the following situation or targets

- SAP Customer
- Expense Only

Estimated effort for implementation



Estimate relates to net new deployment



Estimate relates to existing customer deployment

Intelligence

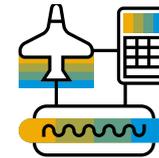
Intelligence is an addition to our standard reporting, and provides businesses with customised reports, unique dashboards, and enhanced capabilities such as scheduling and bursting.

Benefits and advantages

- Intelligence offers detailed and customisable reports and dashboard to make informed decisions and provides visibility into spend data and behaviour
- Controlling and monitoring of spend in real-time when there is a challenge to identify employees whose spending is out of policy
- See the complete picture of all spend with dashboards designs for executives to easily access the information they need
- One connected solution across all SAP Concur products

Top functionality

- See all your travel, ERP, invoice, and credit card data at once, and receive instant access to the analytics tool
- Detailed reports on utilisation, rebates, and other key metrics to control your corporate program



Estimated effort for implementation



Best practice Bundle

- Concur Expense
- Concur Invoice
- Concur TripLink

Available in the following languages:

Bulgarian, Chinese, Croatian, Czech, Danish, Dutch, English, Finnish, French, German, Hungarian, Italian, Japanese, Korean, Norwegian, Portuguese, Polish, Russian, Romanian, Slovak, Spanish, Swedish and Turkish.

Consultative Intelligence

Consultative Intelligence includes all the reports/features within the Intelligence offering, plus a designated SAP Concur consultant to help manage the process of building the reports and dashboards your business needs.



Benefits and advantages

- Consultative Intelligence provides unlimited hours of report building when you want detailed insights but don't have the time to create and customise reports
- Become more knowledgeable and proficient in Intelligence and report writing
- Identify anomalies, accurately track policies, save time/increase productivity, identify employee training opportunities

Top functionality

- Reports and dashboards in addition to modifying standard reports and dashboards to make them work best for you
- Easily monitor vendor spend and identify negotiation opportunities
- Identify out-of-policy employee spend and detect unused discounts, unnecessary spending and potential fraud

Estimated effort for implementation



Best practice Bundle

- Concur Expense
- Concur Invoice
- Concur TripLink

Available in the following languages:

English*

* The service is in English and can be provided in other languages on demand, those are; French, German, Italian, Spanish and Russian

Concur Invoice

Concur Invoice eliminates piles of paperwork and drastically improves processing time for your back-office employees by efficiently automating your invoice process from request, authorisation to better predict and manage cash flow as well as purchasing policies. Integrated with Concur Travel and Expense, it provides a greater visibility and a holistic view of spend across the organisation.

Benefits and advantages

- Mobile functionality to allow review and approval of invoices whenever and wherever necessary to ensure timely processing
- Concur Invoice provides you with actionable insight to your organisation spend before, during and after it occurs with easy-to-use reports and dashboards to help identify opportunities to better manage your cashflow
- Reduction in the risk associated with double payments or duplicate invoices and dealing with discrepancies/ variances often caused by human errors
- Free up time and resources to focus on more value-add activities with automatic capture and verification
- Workflow options for multiple levels of approvals and allocations

Top functionality

- Invoice Capture uses OCR technology and SAP Leonardo Machine Learning
- SAP Concur 3-Way Match automates the time-intensive and error-prone process of matching invoices, POs and goods received
- SAP Concur Attendee Tracking – see the complete spend for each individual at an event or meeting
- Full visibility – Data and insights available to see areas of business spend and also query all invoices past and present



Estimated effort for implementation



Best Practice Bundle

- Invoice Capture
- User Support Desk
- Purchase Request

Available in the following languages:

Bulgarian, Chinese, Croatian, Czech, Danish, Dutch, English, Finnish, French, German, Hungarian, Indonesian, Italian, Japanese, Korean, Norwegian, Portuguese, Polish, Russian, Romanian, Slovak, Spanish, Swedish and Turkish.

Invoice Capture

Invoice Capture leverages integrated OCR and machine learning capabilities, to automatically capture invoice data and converts paper, fax, and e-mails into a digital file which can be easily received, verified and coded.



Benefits and advantages

- Removes the need for Accounts Payable to manually capture and enter information from an invoice
- Eliminates paper invoices and tedious data entry to improve accuracy and accelerate invoice turnaround times
- Introduces process efficiencies by removing time consuming tasks that are prone to human errors
- Mitigate invoice discrepancies/variances due to incorrect vendor or Purchase Order association, thus avoiding late payments and penalties
- Significantly reduce double payments/duplicate invoices
- Stores all emails and uploaded invoices in their original form for easy access

Top functionality

- Paper/Email PDF – receive invoices from multiple sources and in multiple formats e.g. Microsoft Word, Excel, csv, pdf, zip etc.
- OCR Learning – capture data from incoming invoices automatically and learn in the process
- Invoice Capture Service – outsource the verification of capture data to SAP Concur

Estimated effort for implementation



Best Practice Bundle

- Concur Invoice
- Concur Expense
- Intelligence

Available in the following languages:

Bulgarian, Chinese, Croatian, Czech, Danish, Dutch, English, Finnish, French, German, Hungarian, Indonesian, Italian, Japanese, Korean, Norwegian, Polish, Portuguese, Romanian, Russian, Slovak, Spanish, Swedish and Turkish.

Purchase Request

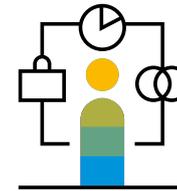
Purchase Request helps simplify everyday goods and services purchases by automating the creation, approval, tracking and transmission of POs to vendors. Purchase Request provides a simple, easy to use and mobile enabled process that lets organisations track all spend against budget, discourage maverick spending and control indirect spend.

Benefits and advantages

- Control spend before it happens, reduce fraud and put an end to rogue spending
- Manage and control the spend authorisation process to ensure compliance
- Assists in accurately forecasting budgets and tracks spend against budgets
- Specify goods and service expectations with vendors

Top functionality

- One Purchase Request, Multiple Vendor Purchases – order multiple vendor purchases under a single purchase request
- Mobile Approvals – approve purchase requests on any mobile device
- Budget Tracking – track spend against budget in real-time for all purchases before the spend is approved
- Transmit POs Electronically – transmit purchase orders electronically to vendors



Estimated effort for implementation



Best Practice Bundle

- Concur Invoice
- Concur Expense
- Budget
- Intelligence

Available in the following languages:

Bulgarian, Chinese, Croatian, Czech, Danish, Dutch, English, Finnish, French, German, Hungarian, Indonesian, Italian, Japanese, Korean, Norwegian, Polish, Portuguese, Romanian, Russian, Slovak, Spanish, Swedish and Turkish.

Service Administration

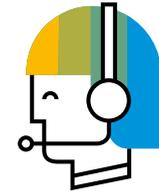
Service Administration provides you with the help you need for your post deployment needs. Whether you need guidance around best practices, assistance performing minor system updates, insight into monthly releases, or help with acceleration of new feature adoption, Service Administration will be by your side.

Benefits and advantages

- Service Administration offers a designated point of contact with your Service Coordinator to get the guidance and support with configuration, deployment issues and questions
- Receive monthly webinars to walk through the product release notes

Top functionality

- A designated consultant will assist you with your post-deployment needs
- Tailored recommendations on the optimal ways to configure your SAP Concur solution



Estimated effort for implementation



Best practice Bundle

- Concur Expense
- Concur Invoice
- User Support Desk

Available in the following countries/Language:

English, French, German, Spanish, (Italian and Spanish by arrangement)

Preferred Care

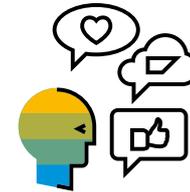
Preferred Care is a high-touch, proactive, consultative approach to realise the utmost value of your SAP Concur solution. It provides the highest level of collaboration and support SAP Concur offers.

Benefits and advantages

- With a designated Concur Preferred Care Manager customers are able to receive ongoing governance after the completion of their implementation
- Faster SLAs and support with a single point of contact
- Bi-annual roadmap presentation covering planned enhancements to the SAP Concur portfolio of products
- Preferential handling for all support cases and service request
- 24-hour critical support hotline

Top functionality

- Enhanced collaboration with our experts for business planning and new feature adoption, and to build a tailored success plan
- Meet with experts one-on-one, and receive ongoing best practices, consulting and configuration support
- Enhanced SLAs, trend analysis to proactively address risks, ad release-weekend support for critical issues



Estimated effort for implementation



Best practice Bundle

- Concur Expense
- Concur Travel
- Consultative Intelligence

Available in the following languages:

English, French and German.

User Support Desk

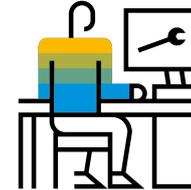
User Support Desk provides dedicated, 24/7 support from knowledgeable SAP Concur experts. They help to answer questions quickly for end users to help drive adoption, compliance, and reduce the burden on Concur administrators. In addition, they can also help solve more complex back-end issues when required to provide a solution that satisfies everyone.

Benefits and advantages

- User Support Desk provides administrators an opportunity to focus on great value add opportunities
- 24/7/365 support via phone, chat, or web portal for answering employees' questions about the system
- Increased employee satisfaction, utilisation, and adoption
- Save time for employees and administrators

Top functionality

- Direct access to SAP Concur consultants who are familiar with your solution and configuration
- 24/7 access support – whether it is a simple request about how to access the right system, an enquiry about the status of a trip, a query about how to improve an expense reports from their mobile device, or a question about what to do next, User Support Desk can assist your employees and keep them productive



Estimated effort for implementation



Best practice Bundle

- Concur Expense
- Expenselt
- Concur Drive
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