Adopt Strategise Grow

How to lead your organisation through change

Lead Strong and Go Beyond

Your team is working hard to implement SAP® Concur®, but now it's time for you to look ahead and own your future success.

As the executive sponsor, you lead the change and inspire admins and end users. Use the advice in this guide to help you get adoption rolling, and then strategise for the future.

Some Other Key Resources Coming Your Way...

Change Management Guide
Share this guide with your project team to help them understand how change affects people and use this **guide** to effectively prepare for and manage it.

Roll Out Kit
Your Roll Out Kit will be delivered to your project team soon to help with the nuts and bolts of going live with
SAP Concur.

Client Development
Client Development will help guide you through strategy development and adoption activities.

Be the Adoption Champion

Executive sponsors that actively engage in roll out activities earn the best adoption results.

Empower Your Admins and End Users

Promote the SAP Concur mobile app in all of your adoption activities to drive user adoption and satisfaction—while increasing value to your overall business through greater efficiency and employee safety (Duty of Care).

Tips and Tricks to Boost Adoption
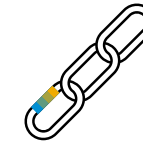
Leverage SAP Concur's Existing Resources
We know you're busy, so **here** is a detailed communication plan with templates for you to customise to your organisation.
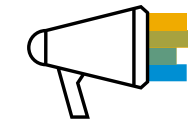
Be the Voice of the Campaign
Your admin may be executing the daily tasks, but make sure your name, face and voice are present throughout newsletters, internal portals and other promotional opportunities to drive awareness and participation.
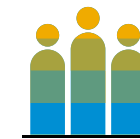
Build a Diverse Team of Supporters
Enlist departmental managers to be your internal champions and stir up grassroots support.

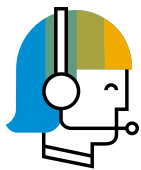Inspire your employees and lead by example to help the organisation grow.

Clear the Way for Success

"Concur eliminated the need for Gerdau to invest in more IT resources. We're getting to where the expense report is writing itself."

Lorrie Dairda, Gerdau Steel

Extended Services to Help You Get the Most out of Your SAP Concur Investment

User Support Desk
Provide your users with support directly from SAP Concur, and free your staff up for more strategic activities.

Service Administration
Maximise your investment with expertise on support feature activation and configuration knowledge.

Consultative Intelligence
Transform your need for knowledge into intelligent reports customised for your business.
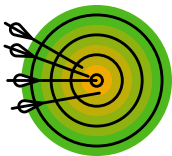
Contact Client Sales to learn more.

Be the hero to your admins by providing the resources they need to get end users up and running.

Focus Your Strategy

Prioritise these four areas to chart your organisation's growth.

Learn how organisations realise greater value when they **[move beyond basic automation](#)** and integrate SAP Concur into their strategic planning.


Organisational and Departmental Goals

You've already set the goals that brought you to SAP Concur. Now let's team up to identify the ones that will carry you forward and provide the most future value.

Communicate

Provide your internal SAP Concur team and administrators with the history of why your organisation went through an evaluation, what were your goals then, and how have they evolved?
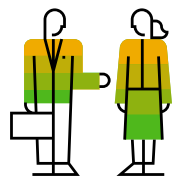
Client Development

Partner with Client Development to strategise long-term success. Ask about best practices and peer success.

Engage and Connect

SAP Concur has opportunities to meet with your peers and partners. Use the brainpower of customers like you to get more out of your investment and solve complex business problems.

Discover Your Impact

Here are the top reports organisations use in the first year to highlight impact and success.

Key Reports

Expense Accrual

Track your expense accruals throughout the year. Slice and dice the data by department or view the entire organisation to see where you are compared to where you should be.

Persona Dashboards*

Department Manager dashboards and other Persona dashboards provide quick access to travel and expense data relevant to leaders. Answer questions like, "What is my spend against budget for this quarter?" or "Who is potentially violating spend policy?"

Workflow Cycle*

These reports show the time for a report to move through major workflow steps:
- General workflow details
- Summary by manager
- Summary by processor

Executive Overview*

This dashboard provides metrics on:
- Operations & administration
- Spend management
- Commodity management
- Departmental review

Executive Briefing*

This all-in-one report includes:
- Travel and expense spend summaries
- Top vendor spends by category
- YoY totals for spend, number of reports, and category spend

* These reports require Intelligence, SAP Concur's premium reporting offering.

Top the Rankings

Benchmark your performance to see where there are opportunities to improve or to celebrate.
For benchmarks on other topics of interest, contact Client Development.

Key Benchmarks

23 days

Average report submission time
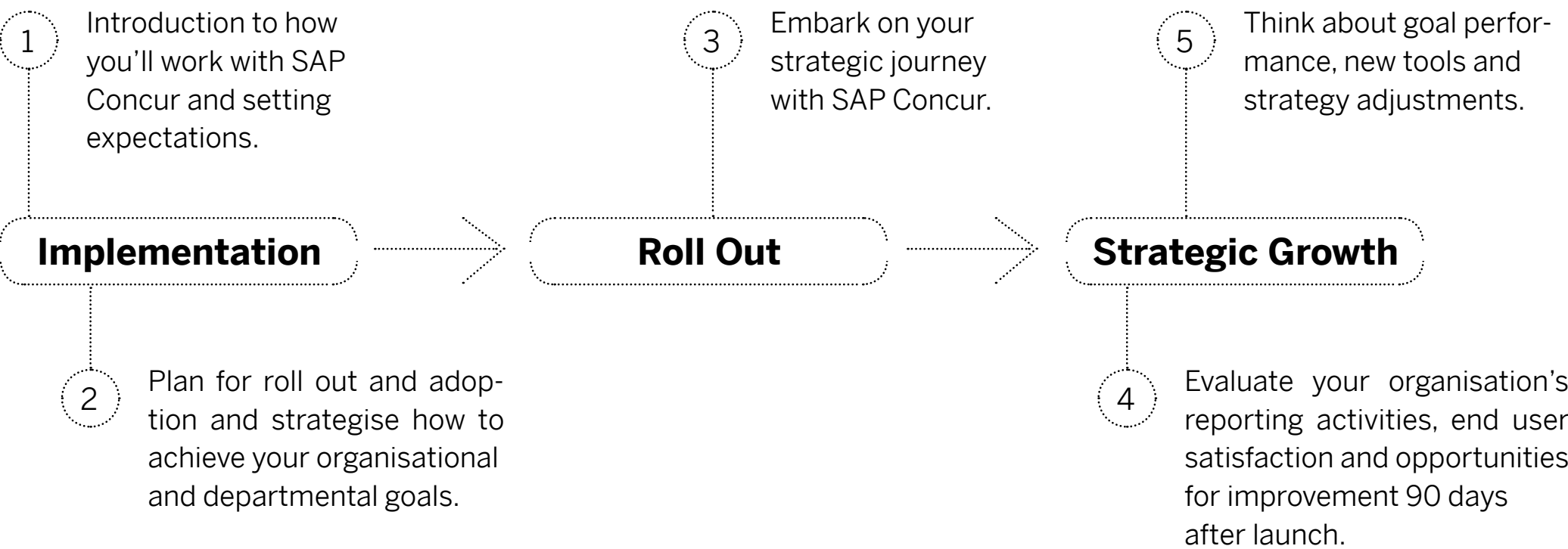
3 days

Average report approval time

5 days

Average report payment time

Figures represent internal numbers for large customers only.

Plan Your Journey

Participation in your strategy is key for you to achieve success.

1 — Introduction to how you'll work with SAP Concur and setting expectations.

3 — Embark on your strategic journey with SAP Concur.

5 — Think about goal performance, new tools and strategy adjustments.

Implementation ┈┈⟶ **Roll Out** ┈┈⟶ **Strategic Growth**

2 — Plan for roll out and adoption and strategise how to achieve your organisational and departmental goals.

4 — Evaluate your organisation's reporting activities, end user satisfaction and opportunities for improvement 90 days after launch.

Client Development offers valuable perspectives and insights that help you optimise your program and plan your strategy.

Client Sales recommends services and works with your account team to ensure your solution continues to meet your business needs as they change.

Connect with Your Peers

Great news! You already have friends with years of experience and great ideas to help you out.

"I came to Fusion to talk to, not only experts, but to talk to the people who use it because I find that they have the most innovative and greatest ideas on how to leverage the platform."

Dean Haverstraw
Director of IT | Samson

Take advantage of these networking and educational opportunities to get insights, best practices and tips from industry leaders just like you.
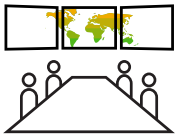
SAP Concur Fusion & Fusion Exchange
Fusion, our annual client conference, offers great networking and learning opportunities. **Fusion Exchange** delivers added value to clients in select cities all year.
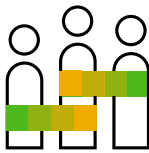
User Groups
Organised with Client Development, user groups provide an ongoing network to share best practices and ask questions.
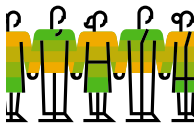
SAP Concur Community
Encourage your admin team to **join the discussion** with their peers in our customer group to connect, share and collaborate. You can join too!

Advance to the Next Level

Future proof your investment and drive business value with SAP Concur App Center partners. SAP Concur is the center of a dynamic ecosystem that integrates the apps, partners, suppliers and products your employees are already using. This connected ecosystem gets smarter with every transaction, giving you new insights and a clear picture of spend, compliance and risk. Explore which of **our partners** can help solve business challenges by speaking with Client Development.
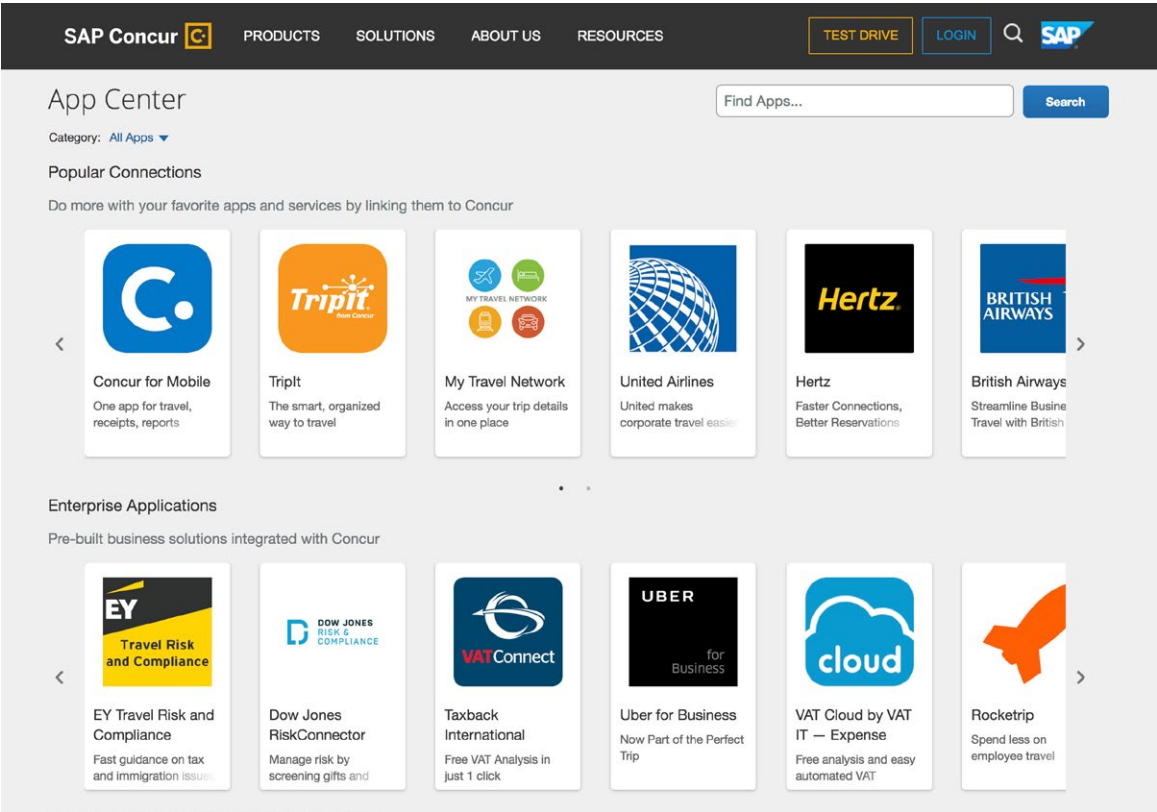
Popular Apps for Your End Users

| Uber | TripIt | SpotHero |

Popular App Categories

| Tax Management | Fraud, Compliance & Risk | Financial & ERPs |

"We tripled our VAT reclaim in year one after implementing Taxback International."

Daniel Cole, Global Travel Manager, Electrolux

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eBook Executive Kit enUK (20/01)

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