The presentation will begin shortly. Audio will be streamed directly via your computer speakers. Enjoy the webcast!
NOTE:
Delete the yellow stickers when finished.

Samples of a title slide with an image are also available in this template.

Once the custom photo is inserted, click send to back in the Slide Master, so the motion band is on top of the photo.

See SAP Image Library for other available images.

Wendy Sward | Senior Solutions Consultant – SAP Concur
Lisa Kelley | Global Director, T&E – Smith & Nephew
Wendy Sward
Senior Solutions Consultant – SAP Concur
SAP Concur
Global Expansion & the **Intelligent Enterprise**
Today's Digital Economy

- Organizations are seeing **Faster Growth in New Markets** than ever before

- Technology is **transforming expectations** at the highest levels of an organization

- **AI & Machine Learning** is redefining how organizations manage their business
## Global Growth & cycle of corporate expansion

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Global Expansion</td>
</tr>
<tr>
<td>2</td>
<td>Increased Travel</td>
</tr>
<tr>
<td>3</td>
<td>New Tax &amp; Compliance Regulations</td>
</tr>
<tr>
<td>4</td>
<td>Siloed Systems</td>
</tr>
<tr>
<td>5</td>
<td>Increased spend</td>
</tr>
<tr>
<td>6</td>
<td>Lack of Data/Transparency</td>
</tr>
</tbody>
</table>

![Map showing areas of global expansion and issues](image)
How do you straighten out the cycle

Manage growth more effectively?
Creating an Intelligent Enterprise

Every Client Journey is different
SAP Concur creating an Intelligent Enterprise

Risk/Fraud Management
Budget Transparency
(AI) Artificial Intelligence & Machine Learning
Seamless Connectivity
Travel, Expense & Invoice

Platform Analytics
Electronic Payments

Client Journey:
Connected, Transparent, Effortless

= WORK SMARTER NOT HARDER

© 2018 SAP SE or an SAP affiliate company. All rights reserved.

PUBLIC
The Intelligent Enterprise & AI Artificial Intelligence - Machine Learning

Concur Invoice
Uses Machine Learning to extract data from invoices and scale our managed Invoice Capture service.

Expenset
Processes receipt images and automatically creates expense report entries via Machine Learning.

Detect
AI in Detect never stops learning and determines confidence in the data, what data to use and risk levels.

= WORK SMARTER NOT HARDER

Concur Locate
Uses Machine Learning to keep employees safe by leveraging credit card data and itineraries to locate them in an emergency.

Triplt
Leverages Machine Learning to automatically integrating travel itinerary emails into a mobile experience.
Detect AI - never stops learning and receives feedback from user actions to continually grows smarter over time.

AI in Detect determines confidence in the data, what data to use & Risk levels.
Bring Spending Together and Make **Intelligent Decisions**

Bring all of your spending together

- Approved travel suppliers
- Direct bookings
- Travel & Expense
- Partner Solutions
- Procurement cards
- HCP or Consultant Invoices
- Supplier Invoices

Make your processes more intelligent

- Reduce Errors/Fraud
- Connected Eco System
- Reduce over Spending
- Single Platform Analytics
Best Practices for **Global Growth**

- **Create Global Policy Template**
- **Standardize**
- **Think Global**
- **Local Country buy in**
- **Account for Regional Regulations**
- **Streamline Touchpoints**
- **Employee Training is Key**
- **Support Strategy**

**Apply Intelligence**
Lisa Kelley
Global Director, T&E – Smith & Nephew
Smith & Nephew at a glance

100
Smith & Nephew is a diversified advanced medical technology business that supports healthcare professionals in more than 100 countries to improve the quality of life for their patients.

Leading positions in:
- Sports Medicine
- Orthopaedic Reconstruction
- Trauma & Extremities
- Advanced Wound Management

16,000
We have more than 16,000 employees around the world.

FTSE100
A constituent of the UK’s FTSE100, our shares are traded in London and New York.

$4.9bn
Revenues in 2018

Our markets...

We have a balanced global footprint...
# T&E/Concur Journey

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Excel or paper</td>
<td>Launched SAP T&amp;E in US</td>
<td>Launched Concur globally</td>
<td>Firefighting, Stabilization</td>
<td>Simplification, Optimization</td>
<td>Transformation</td>
</tr>
</tbody>
</table>

## Overview

**Rollout:** Concur launched to 38 countries, 10,000+ users, 100,000+ expense reports per year

**Products used:** Concur Expense, Travel, Detect, Company Billed Statements, Intelligence, ExpenseIT

**Services used:** Audit Service, User Support Desk, Service Admin, Consultative Intelligence

**Initial challenges:** Aggressive rollout, lack of dedicated project resources, lack of standardization, unnecessary complexity, user dissatisfaction
S&N Concur Stabilization, Simplification and Optimization Efforts

**Spend**
- Global Policy for T&E and Corporate Card use
- Global corporate card provider across company
- Airfare for employees to individual cards and non-employees to CTA/ Lodge cards

**Capture**
- Workday/Concur integration
- Corp card/Concur integration
- E-Receipt adoption
- Mobile app adoption
- Company Billed Statement (P-Card) integration into Concur
- Outsourced VAT reclaim
- Non-employee HCP spend into Concur for reporting

**Create & Submit**
- Expense Assistant leveraged to enforce monthly submission
- System messaging clarified, simplified, reduced
- Email reminders expanded for employees and managers re: aging w/help information
- Receipt thresholds changed (covered next slide)

**Audit & Approve**
- Concur Policy Audit scripts reduced from 8 to 1 and improved audit accuracy
- Workflow reversed with Manager/Concur Audit
- Manager approval later removed (covered next slide)
- Concur Detect launched to replace manual audit (covered next slide)

**Support**
- Secured strong leadership support to drive changes in process and policy
- Hired new T&E resources with technical, analytical and project management skill sets, leveraging regional support centers through Global Business Services (GBS) corporate strategy
- Developed self-service and training articles for corporate cards and Concur though GBS Portal
- Increased Concur Help Desk utilization and accuracy through collaboration
- Utilized ServiceNow case tool to manage Tier 2 and Tier 3 support cases vs shared mailbox
T&E Transformation - A 3 month journey towards achieving emblematic changes

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

Benefits

- 55% Time reduction
- 7900 hours of productivity returned (49% of those hours benefiting the Commercial organization)

Success Stories & Praise

"What normally takes me 2-3 hours to complete an expense report took me 30 minutes. Great job for these implementations to give leaders back some time during a week."

"The $75 requirement is hands down the best feature because of the amount of time it saves adding receipts. As a delegate for several people, the time it saves is not a multiplier of 1 but many."
How AI & Machine Learning is transforming Global AP?

Concur Detect, powered by AppZen

100%

Automatically audit 100% of expenses in real time

87%

Avg. Reduction in audit time

60%

Avg. Reduction of costs from mistakes
Concur Detect by AppZen

Data Extraction

Data Augmentation

Automated Behavior Tracking

- Repeat offenders
- Accidental claims
- Opportunistic claims

SAP Concur Expense

Google, Yelp, Zomato, TripAdvisor, LinkedIn, Government Agencies
Concur Detect: Leveraging AI for Expense Report Audit

**Key Findings**

- **Savings**
  - Audit efficiencies
  - Savings from rejection of unauthorized charges

- **Compliance**
  - Improved compliance to T&E Policy
  - Real-time view of expense report audit compliance
  - ABI score offers quantifiable data on compliance issues and repeat offenders

- **Quality**
  - Improved quality of expense report auditing
  - Consistent audit process – machine audits the same way every time and works 24/7

- **Customer Experience**
  - Improved customer experience with audit process
  - Full approval within minutes for >60% of reports

- **Support**
  - Detect provides opportunity to change audit support model (outsource vs insource)
  - Configuration is easy and real-time

---

**Old Process**

- Pilot test in read-only mode
- December
- 100% Manual Audit by Concur
- Q3 2018

**New Process**

- Detect AI tool audits 100% of all reports and flags ~20-30% as High Risk. Detect auditors review High Risk reports.
- February
- Q2 2019

**Audit Process**

- **Old Process**
  1. Concur Auditors audited 100% of all expense reports against manual audit script covering receipt and Policy checks

- **New Process**
  1. Detect AI tool audits 100% of all reports and flags ~20-30% as High Risk. Detect auditors review High Risk reports.

---

**Benefits**

- Savings
  - Audit efficiencies
  - Savings from rejection of unauthorized charges

- Compliance
  - Improved compliance to T&E Policy
  - Real-time view of expense report audit compliance
  - ABI score offers quantifiable data on compliance issues and repeat offenders

- Quality
  - Improved quality of expense report auditing
  - Consistent audit process – machine audits the same way every time and works 24/7

- Customer Experience
  - Improved customer experience with audit process
  - Full approval within minutes for >60% of reports

- Support
  - Detect provides opportunity to change audit support model (outsource vs insource)
  - Configuration is easy and real-time

---

37 countries in 16 Weeks
Leveraging Concur Detect in the Expense Report Auditing Process

Former Process

Submit Report → 100% Concur Manual Audit → 100% Manager Approval → APPROVED

New Process

Submit Report → Concur Detect

Machine audits 100% of line items against policy

Concur Detect → > 60% of Low/Medium reports auto-approved within minutes

Concur Detect → Manual Review of High Risk reports)

Concur Detect → 20% random Concur Audit

Manager Approval for exceptions → APPROVED

© 2019 SAP SE or an SAP affiliate company. All rights reserved. | PUBLIC
Global Savings Strategy requires **Connected Data**
Global Growth requires connected data = **increases savings**

**Better visibility**
Insight on all traveler spending/buying behavior.

**More control**
Enforce your policies and complete audits on all transactions.

**Stronger negotiations**
Get every discount you deserve.
Global expansion requires Visibility and Control by Capturing Reservations from Every Travel Booking Channel

**TripLink**

- **Booking channel: supplier websites**
  - Reservations get Corporate Rate connected or emailed to SAP Concur.
  - Confirms reservations are within policy. If they're not, traveler's manager is notified.

- **Booking channel: TMCs**
  - Expense reports that write themselves.
  - Get visibility into all reservations.

- **Booking channel: corporate booking tool**
  - Locate your travelers.
“I need transparency into my T&E budget & spend to ensure I don’t jeopardize my ability to close sales and meet revenue goals.”

- Real-time visibility into budgets
- Be proactive, not reactive
- Flexibility and control
- Transparency
Organizational growth Strategy: **reduce the risk of overspending**

360-degree view of Budgets & Platform Spend

- Expense
- Invoice
- Travel Requisition
- Purchase Requisition
The Big Picture

What could you accomplish with one clear view of your Global spending?
Strategic Analytics
Global Dashboards, KPI’s and Analytics

Track the **metrics**
that matter

Deliver insight
to your inbox

Design **custom reports**
and dashboards by
Region

Create custom
queries

© 2018 SAP SE or an SAP affiliate company. All rights reserved. | PUBLIC
Global Expansion & the value of the Concur Partner Network
Questions?
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.