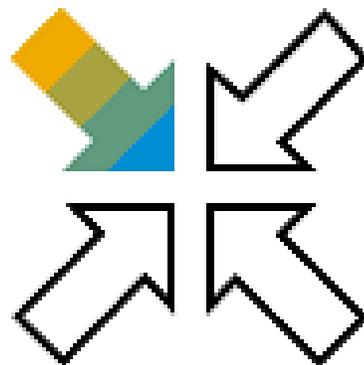




As your trusted partner for integrated spend management solutions, we maintain our steadfast commitment to support your company's ongoing success during these turbulent times. It is with that commitment in mind that we would like to highlight a number of new online tools and resources that can help you maximize the value of your chosen SAP Concur solutions.

Introducing our new Online Customer Success Centre

Our new online Customer Success Centre is now live! The site has been specifically developed for Canadian users of our SAP Concur solutions and is available 24/7 from your desktop and mobile web browser. Check it out today and discover essential resources, downloadable guides, and easy-to-use tools that will help you on your SAP Concur solutions journey.

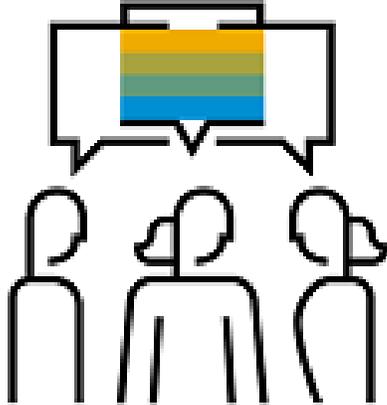


Topics include:

- First steps: Getting started with SAP Concur solutions
- Rolling out SAP Concur solutions to your organization
- Customer Success Stories

- And more!

[Visit the Customer Success Centre](#)



2019 Customer Experience Report: You Said. We Acted.

We are passionate about improving our customers' experiences with SAP Concur solutions, sales and support. In fact, throughout the year we gather feedback about these experiences to better understand what is most important to you. The feedback is then used to guide our ongoing product development and directs the ways in which our teams help you get the most out of your chosen solutions.

Our 2019 Customer Experience Report highlights the most recent customer insights. The feedback was gathered from over 2,000 responses to SAP's Net Promoter surveys, more than 65,000 responses to our Customer Effort surveys, over 3,000 customer discussions during our Fusion conferences across the globe, and countless in-person conversations with customers.

Key insights from the report include:

Product Performance and Reliability

We've heard you say product performance and reliability are a top priority. This is why teams across SAP Concur completed substantial work in 2019 to improve the stability of our systems.

Product Ease of Use & Functionality

You told us we must continue enhancing the functionality of our products and make them easier to use. Based on your feedback, we made many improvements in the areas of Spend Management and Travel, Mobile Enhancements, Data Platform & Analytics, and Product Integration.

Service and Support

You asked us to support you more effectively when issues arise by providing additional self-service resources and enablement training, and responding more quickly to your requests for help. Our new Customer Success Centre and Customer Loyalty Program are among the initiatives undertaken.

Relationship Management

You told us that you place a high value on responsiveness from our field representatives, including benefiting from their industry expertise and proactive guidance. We responded by increasing our planned customer summits for 2020, launching a customer podcast series, and producing additional communication tactics.

[Download the full report](#)

Your dedicated Customer Success Team

Your Customer Success Team is here to help your business run at its very best. This team is comprised of highly knowledgeable and responsive solution experts who will help guide you during the first year of implementation, plus ensure your ongoing success over the uncertain weeks and months to come.



Learn more about the role and responsibilities of each member of your Customer Success Team by viewing our Customer Success PDF.

[View PDF](#)



Connect virtually with other customers

Visit the SAP Concur Community and talk with other SAP Concur customers to learn about their experiences and tips for getting the most out of our products.

[Go to SAP Concur Community](#)



Submit your solution enhancement ideas

Have a solution enhancement idea? Submit your Solution Suggestions, or view and vote on those previously submitted. Locate the Solution Suggestions category inside Community Info in the Support Portal.

[Go to SAP Concur Support Portal](#)



Spend control has never mattered more.

Over the last year we've been privileged to connect with amazing Customers who have been willing to share their stories and actively participate in our events. As businesses around the world are adjusting to the rapidly changing economic realities, we will continue to gather and share customer spend management best practices with you.

Have a solution success story you'd like to share?

Connect with your Customer Success Manager and let them know!



[SAP Concur](#), 601 108th Ave NE, Suite 1000 Bellevue, WA 98004

© Copyright 2020 Concur Technologies, Inc.

We respect your privacy. Please review our [Privacy Policy](#) for more information.

[Unsubscribe](#) | [Privacy Policy](#)