

SAP Concur 

SAP Concur Fusion Exchange





SAP Concur 

Heute, morgen und zukünftig – die SAP Concur **Roadmap**

Hendrik Vordenbaeumen,
VP Product & Technology, SAP Concur

PUBLIC

THE BEST RUN



SAP Concur solutions

Product portfolio

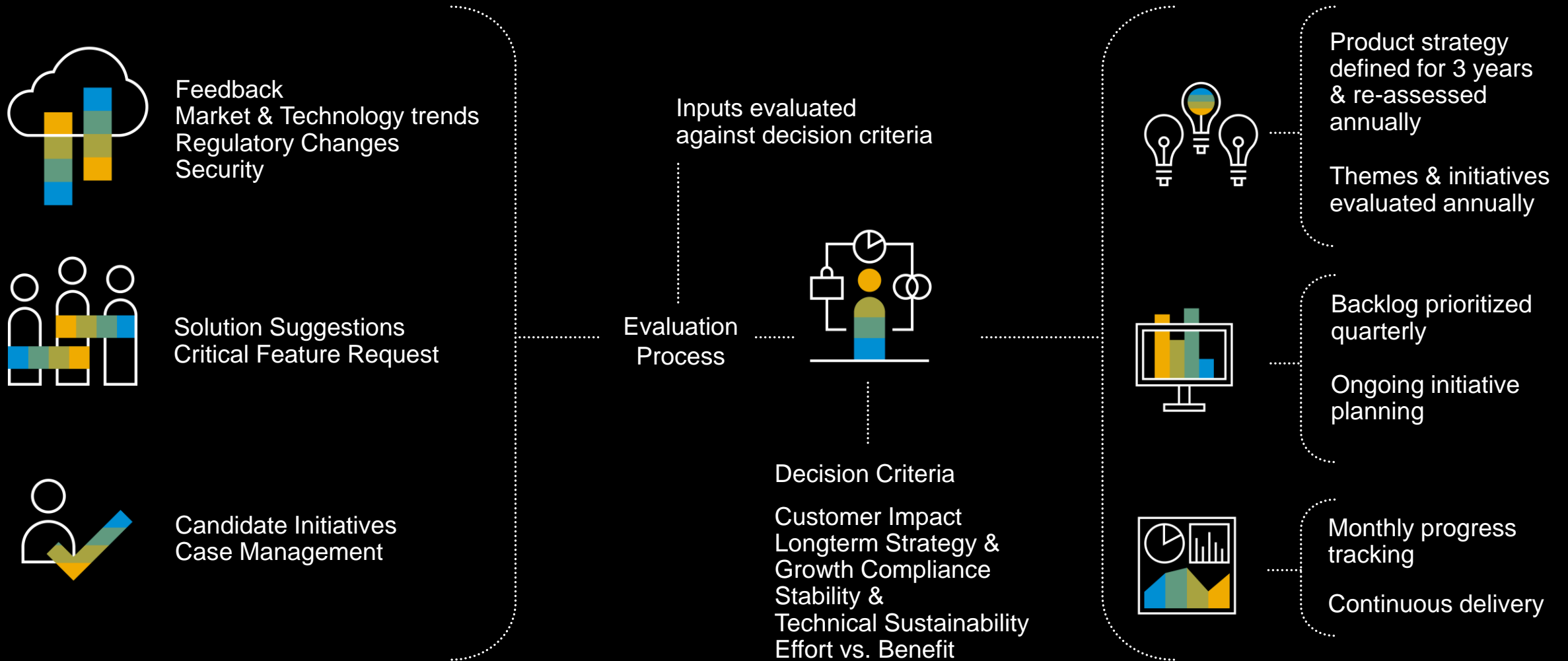
The SAP Concur extended portfolio multiplies the value of our customers' spend management platform. Customers using these products:

- Enhance employee productivity and engagement
- Gain insights to drive savings and control
- Locate and assist travelers in times of emergency
- Detect fraud and anomalies using sophisticated artificial intelligence and machine learning
- See how employee-initiated spend impacts budget performance – before and when it happens
- And more



Prioritization Approach

End to end process



SAP Concur solutions

Areas of future investment

SAP Concur product vision:

Deliver a truly global solution that grows with you to deliver greater compliance, risk mitigation, savings



employee satisfaction and engagement.

Enabled through investments in:



Stability and security

Continuous investments in architecture to lead industry in security, stability, scalability, and velocity



Market expansion

Focusing on global expansion, public sector, and SMN acceleration



Integrated ecosystem

Investing in an open platform and partnerships to expand the integrated ecosystem



AI and machine learning

Leveraging ML to “do the work” for employees – removing rote tasks and influencing spend decisions



Consumer-grade experience

Easy to deploy (native integration with SAP solutions), easy to manage, easy to use



Continuous innovation

Steady stream of new product solutions to address evolving business challenges

Expense: Key 2018 Highlights

Globalization

- Data retention compliance tools for GDPR (European Data Governance)
- Global Expansion of Expenselt: Norway, Sweden, Denmark, Finland, Belgium, Netherland, Luxemburg
- Indonesian language pack

Client/User Onboarding & Expansion

- Ongoing enhancements to Simplify Standard Setup
- Concur Detect
- Concur Budget
- Migration from Expense Pay -Classic to Expense Pay - Global

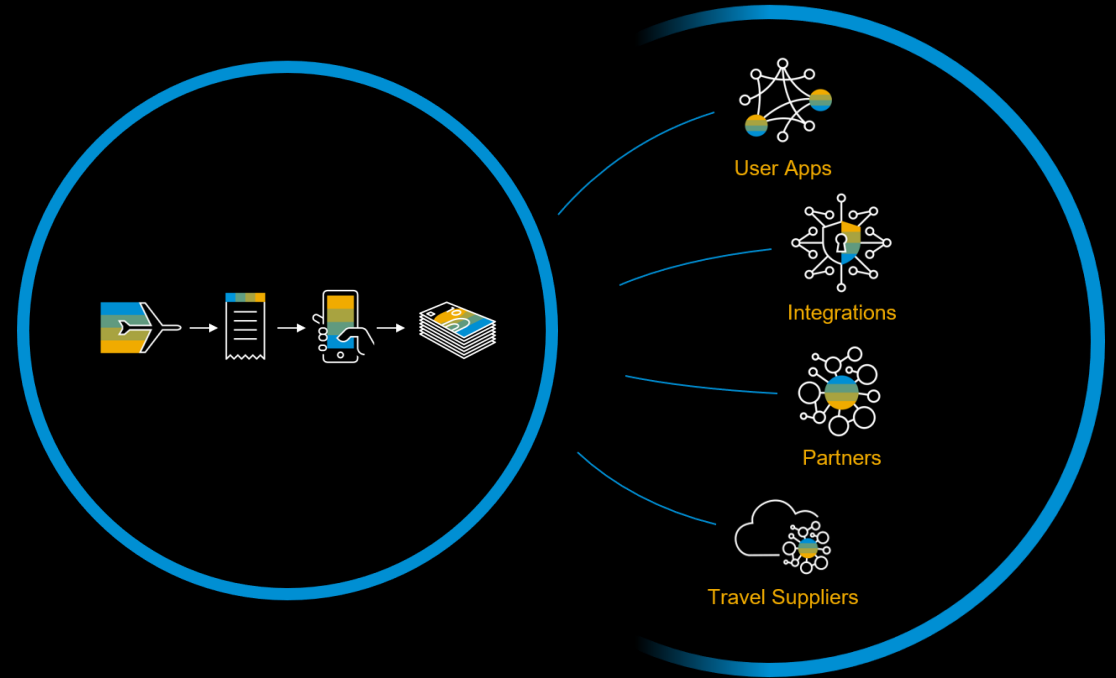
Innovate User Experience

- Next Gen Expense Preview
- Missing Receipt Affidavit in the SAP Concur app
- Concur Drive Enforcement
- Expenselt in the SAP Concur app
- Cost Object Approval in the SAP Concur app
- Multipage receipt capture
- Reuse image on multiple expenses
- Trip-based expense reports

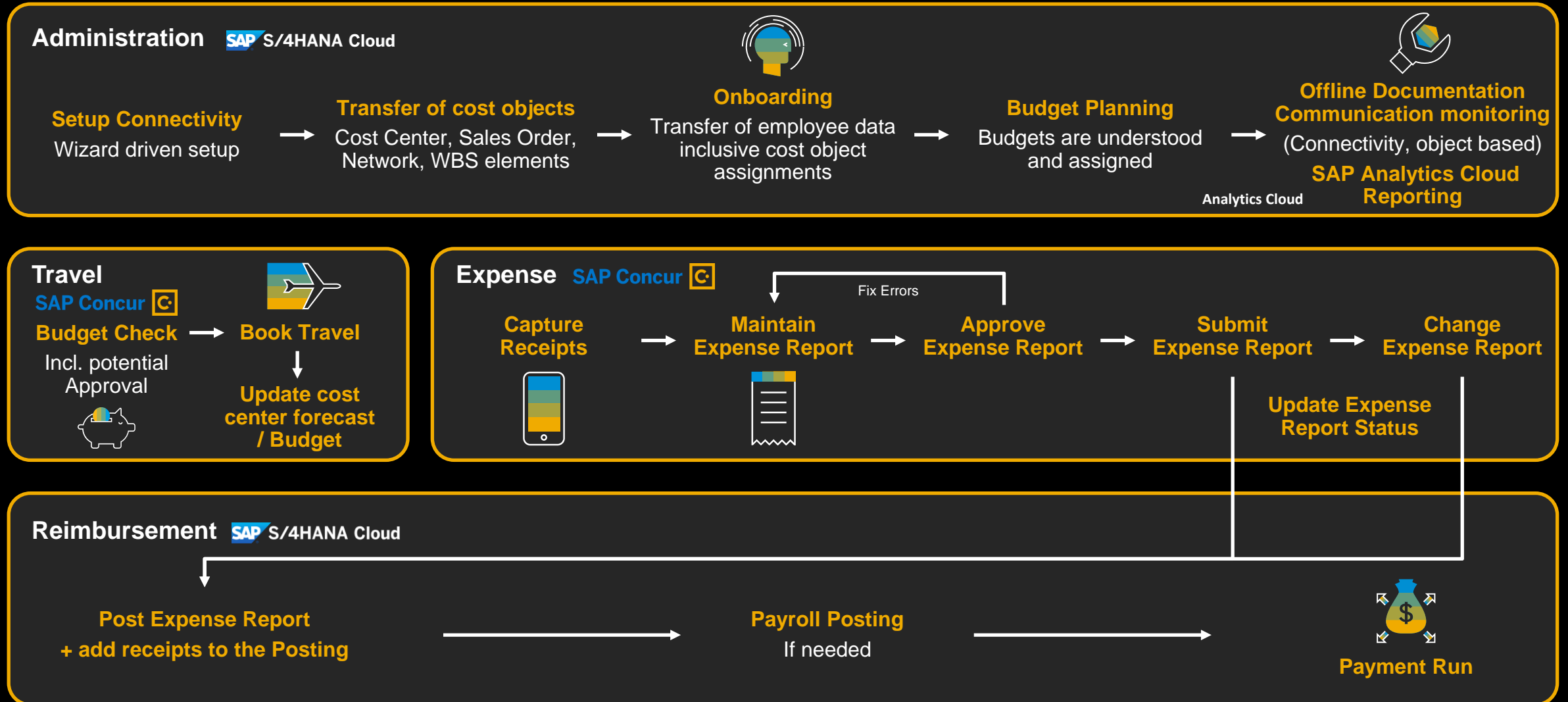
Deeper Integrations

- SAP Payroll (early access)
- SAP Funds Management Integration
- New Financial Services APIs
- New Integration with Sage & Quickbooks

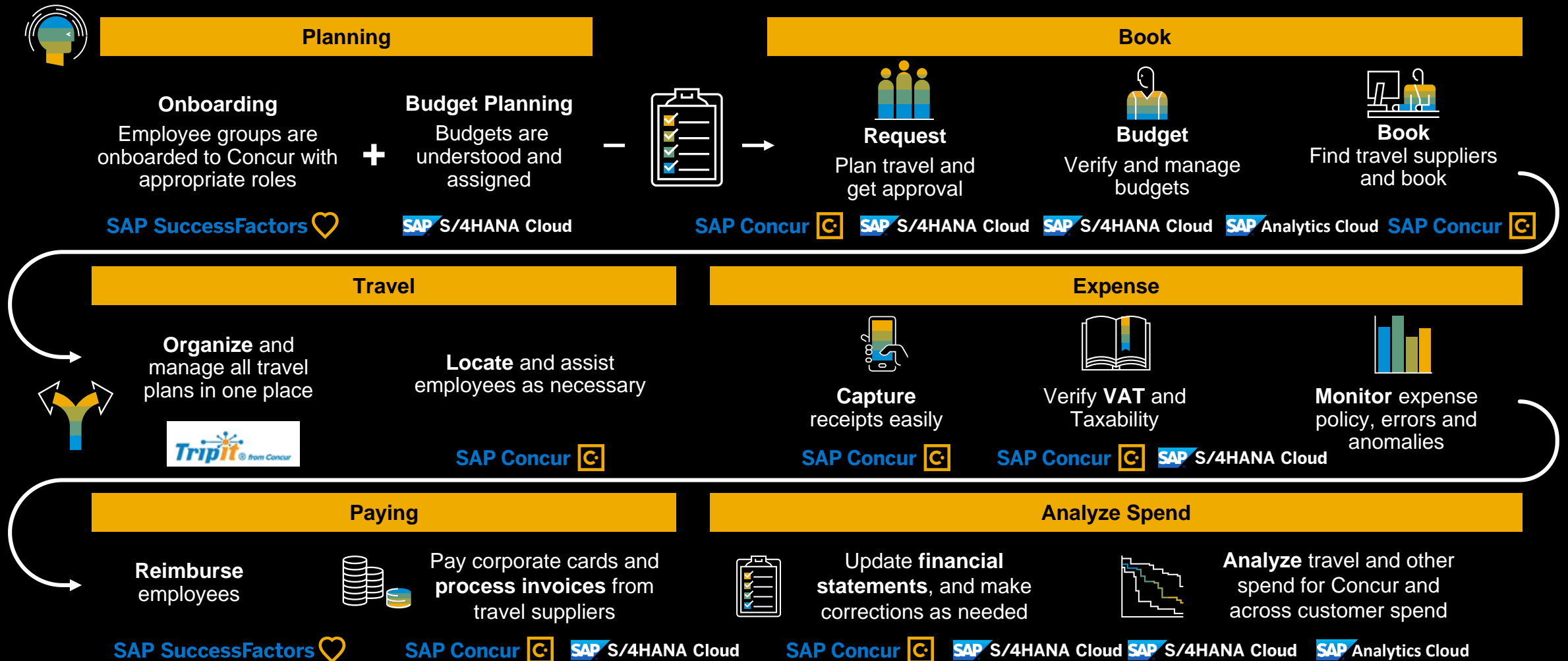
Intelligent Enterprise Suite



Travel to Reimburse Scenario



Travel-to-Reimburse: High Level Solution Mapping

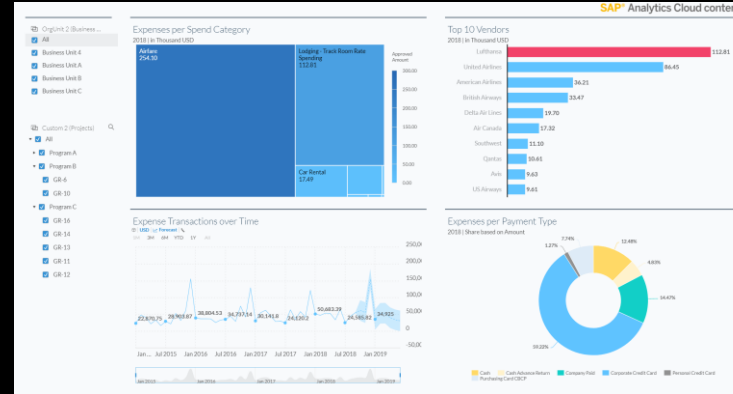


SAP Analytics Cloud Dashboards for Concur Expense

Overview



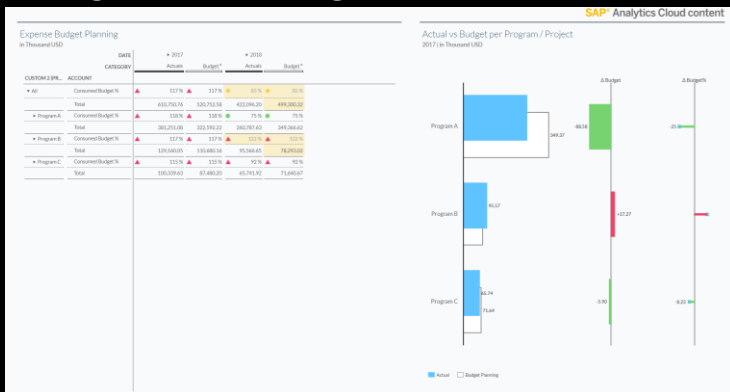
Spend Categories & Expense Types



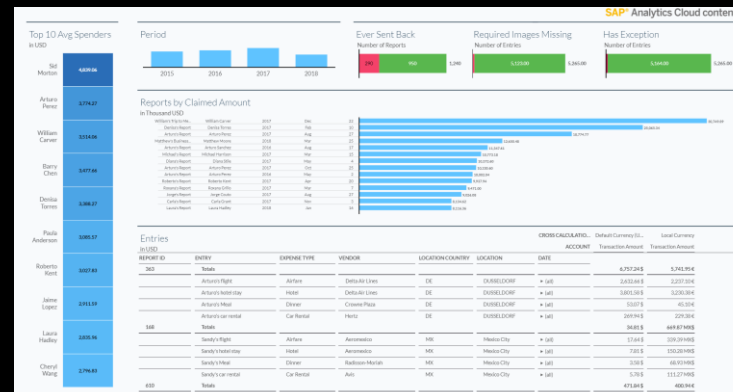
Expense Reports



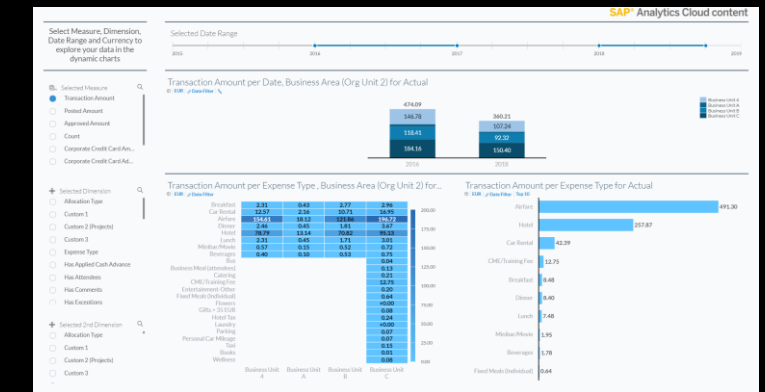
Budget Planning



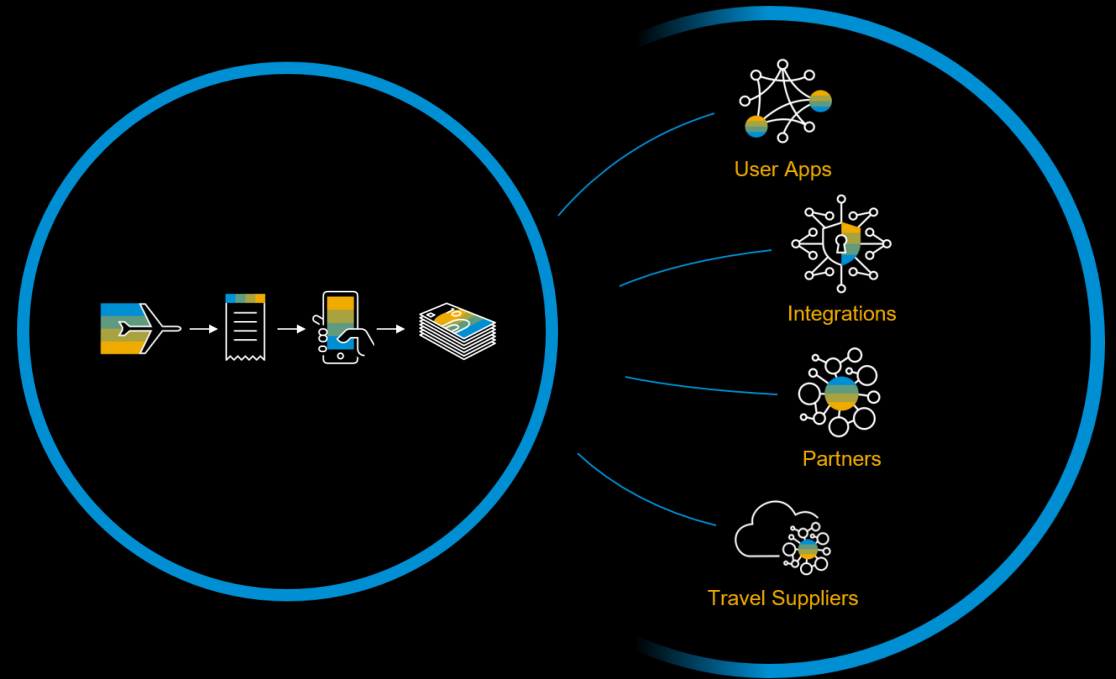
Expense Entries



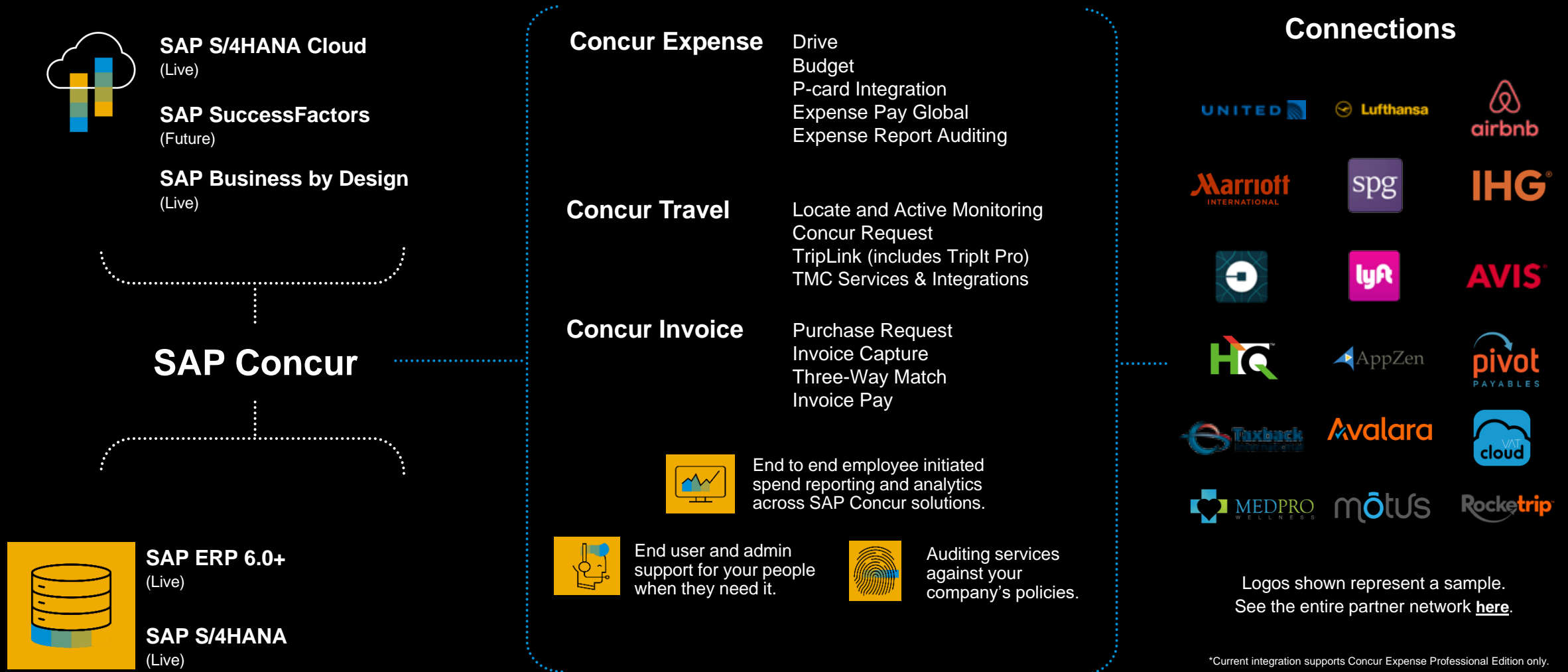
Ad-hoc Analysis



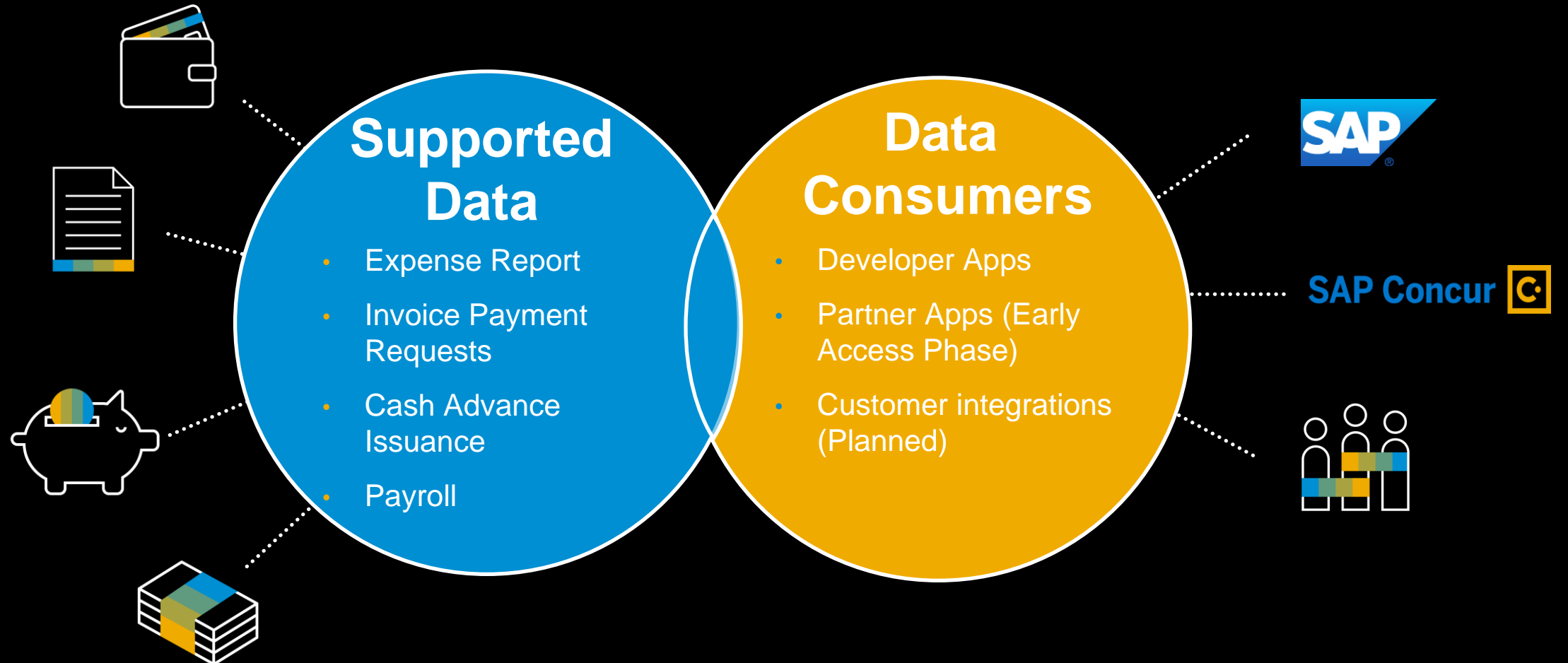
Integration



Extended Solutions and Partner Integrations Add Value



Financial Integration APIs



Integration Roadmap

Q2/2019 – Planned Innovations

Q3/2019 – Planned

Product Direction

Integration of Concur Expense with SAP S/4HANA (1511 and higher)

- Payment Confirmation

Integration of Concur Expense with SAP S/4HANA Cloud

- Attachment handling
- Extensibility (Cloud BADls)

Integration with Sage Accounting for Standard Edition

- UK VAT support
- Credit card posting as “other payment”
- Credit card credit posting as “vendor refund”
- Credit card matching functionality
- Consolidated vendor handling logic

Integration of Concur Expense with SAP S/4HANA (1511 and higher)

- Enhanced Communication Monitoring

Integration of Concur Expense with SAP S/4HANA Cloud

- Payment Confirmation
- Enhanced Communication Monitoring

Integration of Concur Expense with SAP S/4HANA / S/4HANA Cloud

- Transfer of employee assignment per cost object
- Integration with Concur Budget
- Delta Posting (changes on allocation level)
- Move to Data Replication Framework

Integration of Concur Expense with SAP

- New Dashboards based on Expense & Travel Data

Integration of Concur Expense with SAP S/4HANA

- Employee Integration via Worker Business Service
- Delta Posting (Further enhancements)

All Reporting Solutions

- SAP Analytics Cloud integration

Budget

- Budget financial integration connectors

All Spend

- Additional ERP / Financial Integrations for Standard Edition

Integration with Xero for Standard Edition

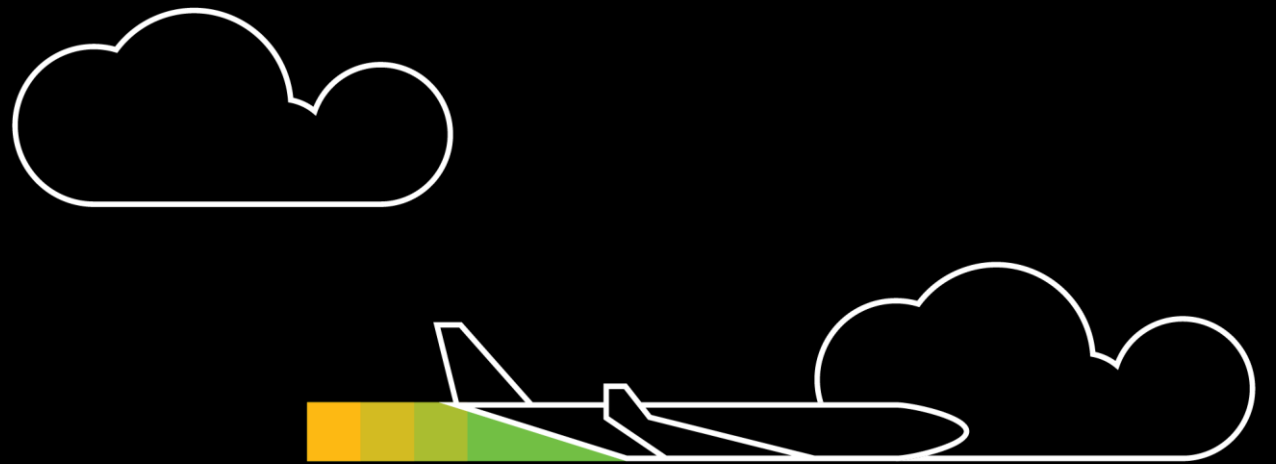
- Importing master data
- Posting approved expense report & invoices

Delta Posting for Reopened Expense Reports

- Allows **end-users to reopen paid expense reports** to make certain corrections
- Initial feature scope allows **changes to cost object fields** for cross-charging and reallocating expenses
- **Future** feature scope includes ability to **add a new expense** to the report
- **Vision** includes **Travel Allowance and Mileage adjustments** to trigger adjusted reimbursement amounts and taxability calculations
- **Vision** includes **Processor ability to reopen** and correct reports
- **SAP ICS** handles the **accounting delta** with reversal entry and posting of new information



Globalization



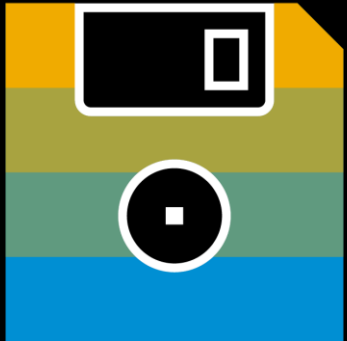
Self Implementing and Updating Country Packs (SIUCP)

The vision of SUCP is to deliver a regulatory feature set by country, defined and maintained by SAP Concur.

- **Value** – A Concur Expense country configuration auto-created with best practice and compliant properties
- **Mindset** – Responsibility to you, our customers, to deliver a solution that meets country-specific requirements
- **Support** – Compliant settings defined and updated automatically by SAP Concur



Legacy vs. The Next Generation



- Manual configuration
- Manual rate update
- Lack of compliant calculations
- Mandatory import management of rates
- Cumbersome entry



- Best practice configurations
- Automatic rate updates
- Country-specific rule calculations
- Edit company rates on screen
- Simplified entry
- Payroll Integration (where applicable)
- Planned – Mobile Support

Receipt Digitalization: Going Paperless

SAP Concur solutions are indirectly affected by these regulations, because they need to support customers in going paperless by providing a solution compliant with country regulations and international standards.



Receipt digitalization is the term used to refer to the capture or creation of **legal digital** receipts or invoices. “Legal” means that companies intend to use them as proof of business transactions for their regulatory or government authorities, commonly used for tax purposes.



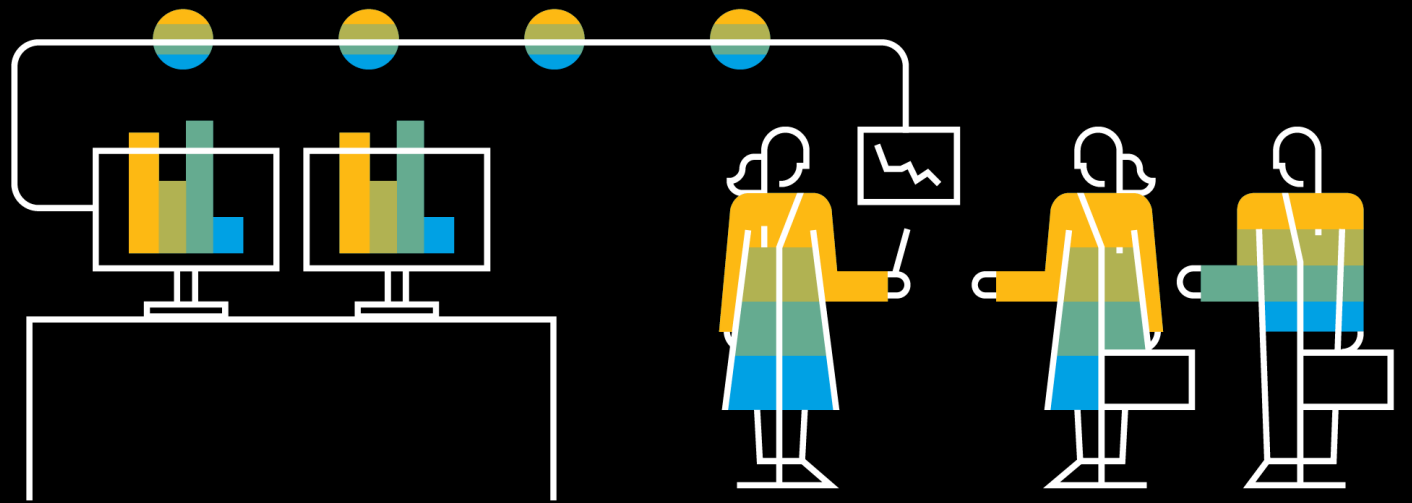
The country or region determines what is a legally binding electronic copy or document.



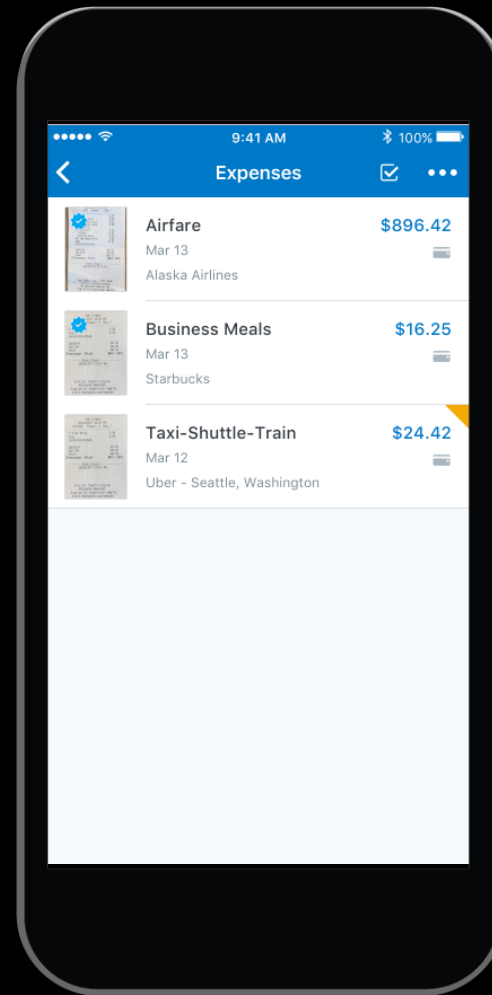
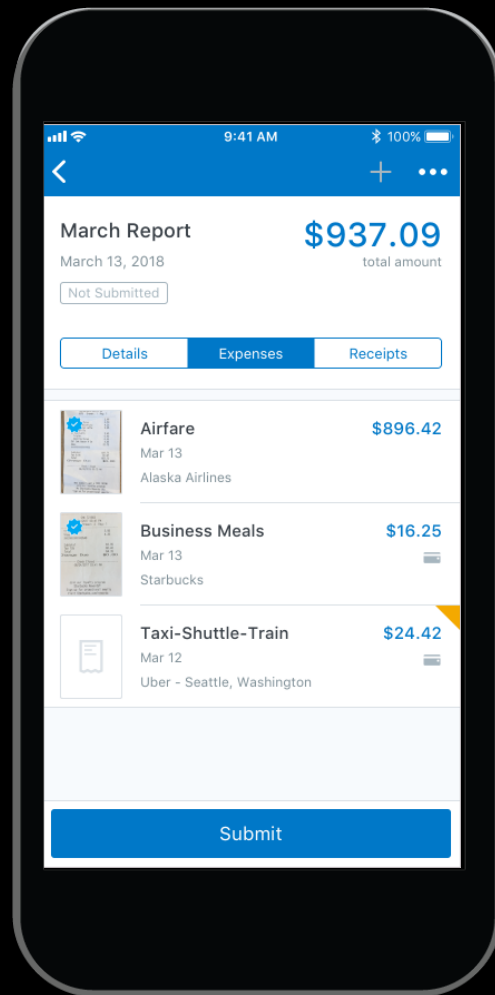
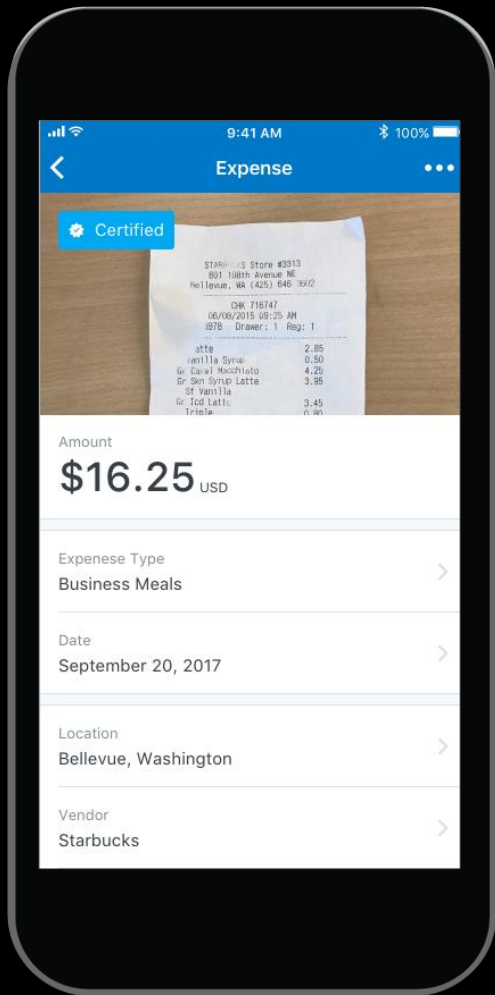
The rules for all **paper** and **electronic** invoices (receipts) require taking adequate measures (during the entire retention period) to ensure the records:

- Authenticity of origin
- Integrity of content
- Accessibility
- Legibility

Innovation



Receipt digitalization / Expenselt



Receipt Digitalization + Expenselt countries planned for 2019:

France, Spain

Current Expenselt countries:

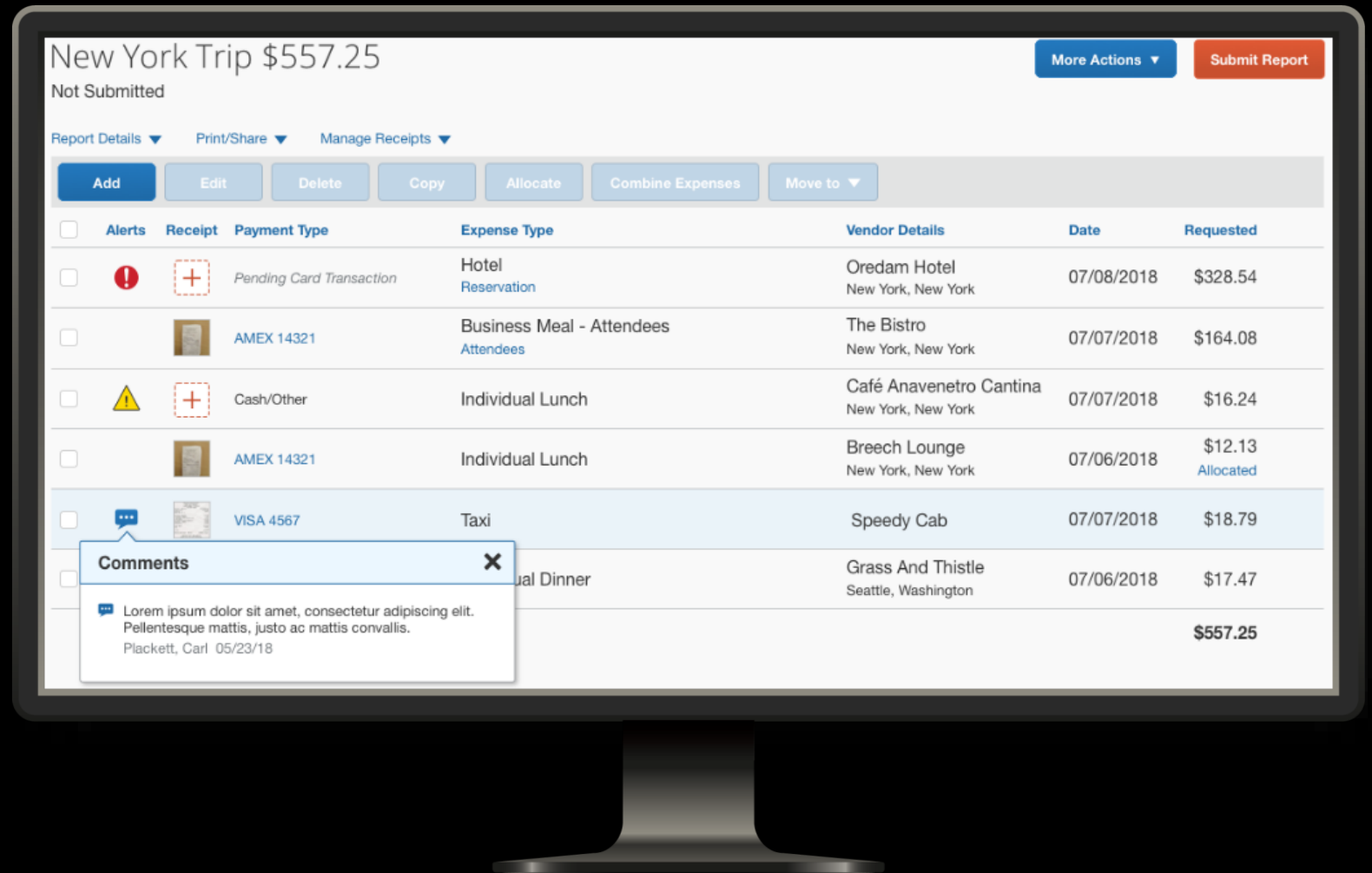
United Kingdom, United States, Australia, New Zealand, Canada, France, Germany, Austria, Switzerland, South Africa, Sweden, Denmark, Finland, Norway, Belgium, Luxembourg, Netherlands, Hong Kong, and Singapore

Expenselt countries planned for 2019:

India, Japan

NextGen Concur Expense UI

- New TA Service and UI
- Thoughtful research and design
- Focus users on important information and tasks
- Centralized functions like “Add”
- Simplified Information: concepts, localization, and accessibility
- Consistent styling across products



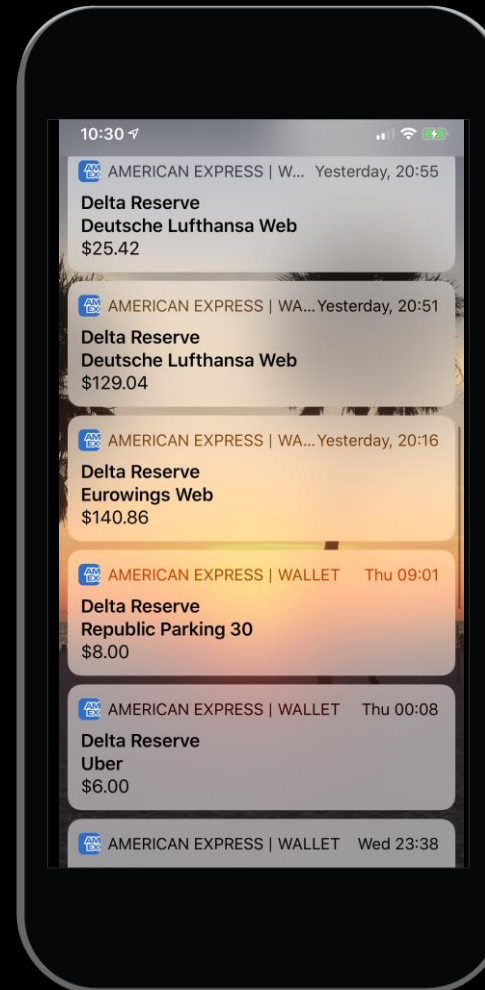
Credit Card – Real-time Integration



This is an Alert to help you manage your credit card account ending in 1234.

A charge of (\$USD) 203.94 at XXXXXXXXX # has been authorized on 04/27/2019 1:47:44 PM EDT.

Do not reply to this Alert.



- Create transactions in the ER real-time
- Validate them with OCR receipts
- Adjust if necessary (restaurant Tip)
- Leverage ML for fraud prevention (big data)
- Update them in the background if the classical credit card files are coming

Travel and Request

Enhanced Concur Request user interface

The collage displays five different views of the SAP Concur interface:

- Top Left:** A 'Manage Requests' page with a 'Create New Request' button and a list of requests. One request is highlighted as 'NOT SUBMITTED' with a warning icon and a total amount of AUD 1,511,21.
- Top Middle-Left:** A 'New Expense' form for a 'Round Trip' from Sydney Kingsford Smith to Tullamarine, dated 10/19/2018. The total amount is AUD 782,00 and it is marked as 'APPROVED'.
- Top Middle-Right:** A 'Set Up Travel Allowance Adjustments' page showing a list of dates and locations for adjustments, such as 'Wed, 10/17/2018 Melbourne, AUSTRALIA'.
- Bottom Middle-Left:** A 'Manage Requests' page for a 'Trip from Sydney to Melbourne' (Not Submitted) with 1 alert. It shows a list of 'EXPECTED EXPENSES' including 'Expense type', 'Travel Allowances', 'Daily Allowance', 'Daily Allowance (Incidentals)', 'Air Ticket', and 'Laundry'.
- Bottom Middle-Right:** A 'Manage Expenses' page for a 'Trip from Sydney to Melbourne AUD 1,382,00' (Not Submitted) with 2 alerts. It shows a 'REQUEST' for AUD 1,752,85 and a table of expense items:

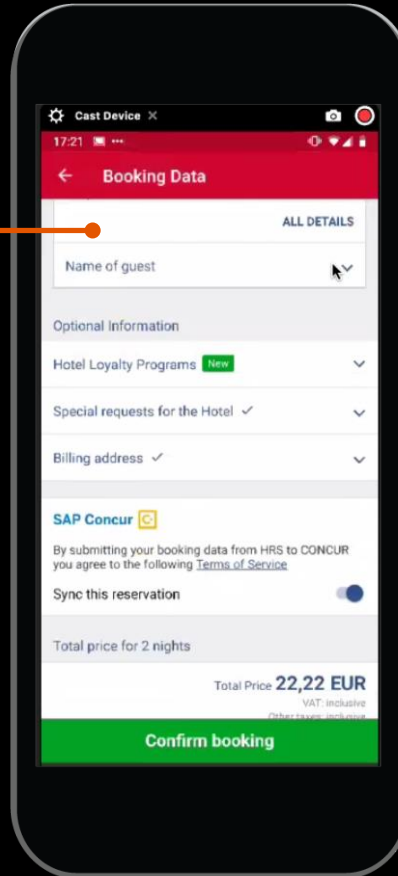
Alerts	Receipt	Payment Type	Expense Type	Supplier Details	Date	Requested
!		Cash	Airfare		10/19/2018	AUD 1,258,00
!	+	Cash	Laundry	Melbourne, Victoria	10/17/2018	AUD 124,00
						AUD 1,382,00

The bottom right of the collage features the SAP Concur logo, a 'Processor Privacy Statement' link, 'Service Status (North America)' link, 'Cookie Preferences' link, and a copyright notice: '© Copyright 2018 - SAP Concur - All Rights Reserved'.

New TripLink Supplier Availability: Lufthansa & HRS

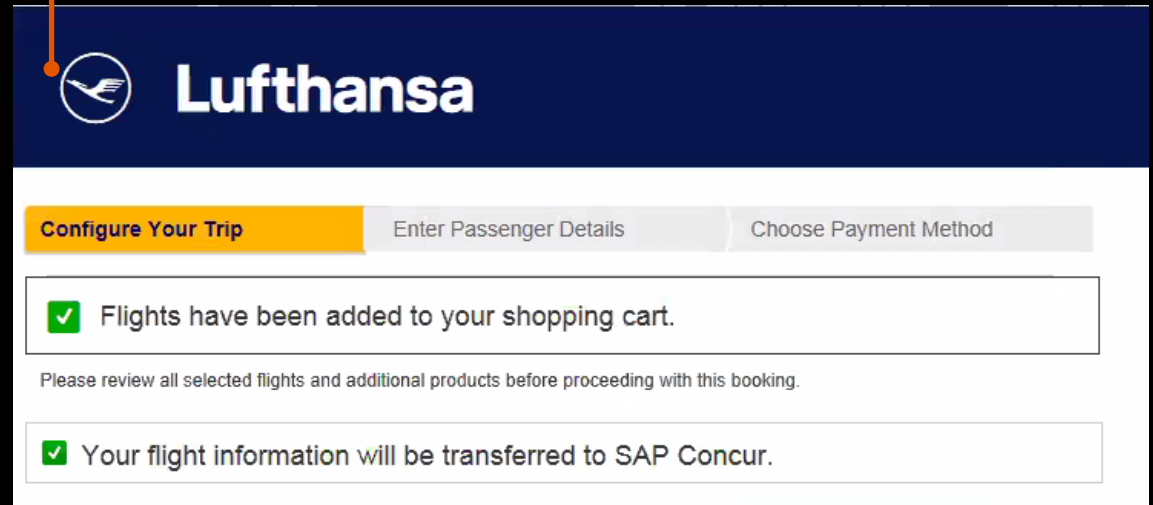
HRS Corporate Booking Portal

The HRS corporate booking tool launch will include web, iOS and Android apps



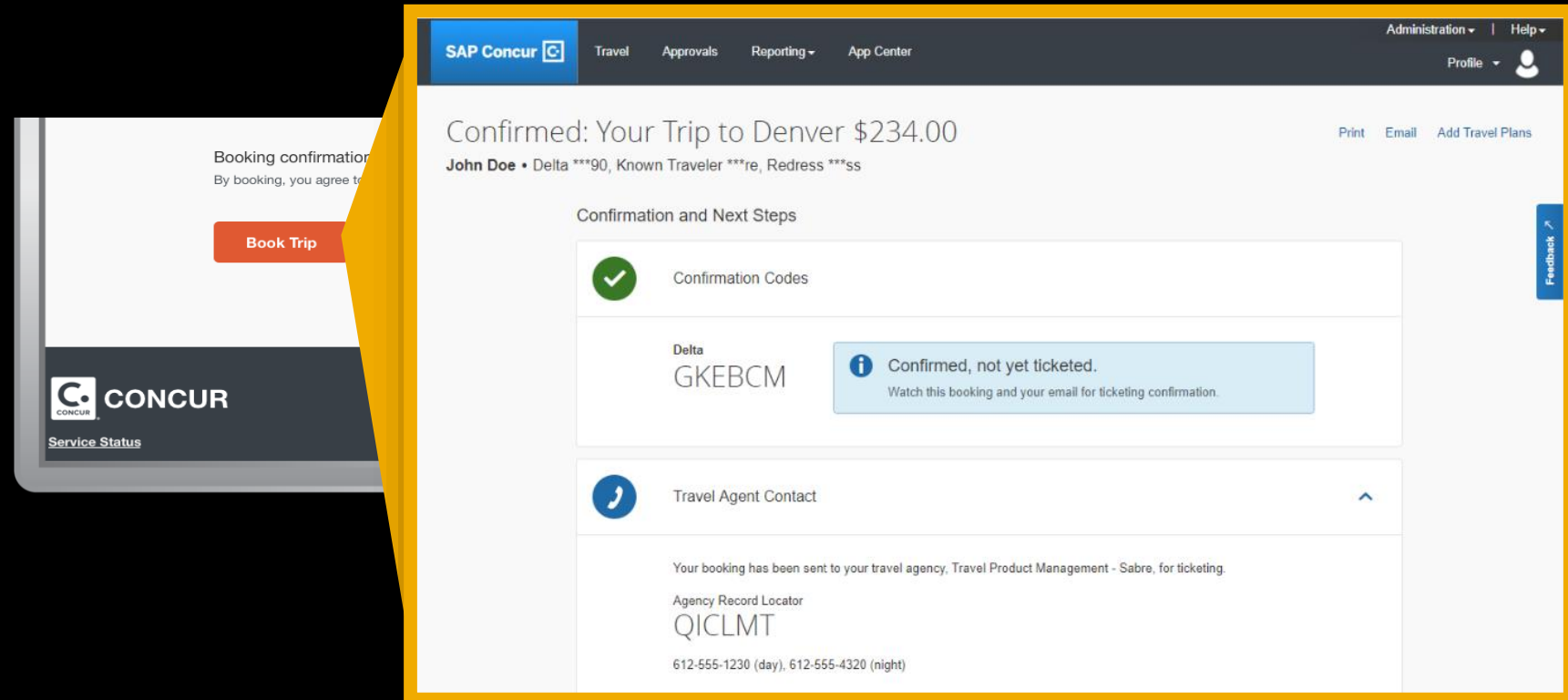
Lufthansa.com

This full TripLink integration will include Receipts and launch on lufthansa.com which is mobile responsive.



Available Now: Air Express Checkout

Screen shots



Reduction in the number of screens needed to check out, improved design and workflow, shorter time-on-task

Product Direction: Travel OBT Air Search Dual Fare Display

Shop by Fares | Shop by Schedule

Flight Number Search Sorted By: Preference

Displaying: 162 out of 162 results. Previous | Page: 1 of 17 | Next | All

Delta	07:55 AM SEA → 10:48 AM SAN	Nonstop	2h 53m
	07:55 AM SEA → 10:48 AM SAN	Nonstop	2h 53m
	06:59 PM SAN → 09:59 PM SEA	Nonstop	3h 00m
Preferred Airline		More fares/details	
Delta	07:55 AM SEA → 10:48 AM SAN	Nonstop	2h 53m
	07:55 AM SEA → 10:48 AM SAN	Nonstop	2h 53m
	02:55 PM SAN → 05:53 PM SEA	Nonstop	2h 58m
Preferred Airline		More fares/details	
Delta	07:55 AM SEA → 10:48 AM SAN	Nonstop	2h 53m
	07:55 AM SEA → 10:48 AM SAN	Nonstop	2h 53m
	04:52 PM SAN → 11:34 PM SEA	1 stop SLC	6h 42m
Preferred Airline		More fares/details	

DEPART ✈️ Mon, Mar 11 — Seattle, WA to San Diego

Mon, Mar 11 07:55a SEA → 10:48a SAN 2h 53m

RETURN ✈️ Fri, Mar 15 — San Diego, CA to Seattle

Fri, Mar 15 02:55p SAN → 05:53p SEA

Fare Options Checked

Basic Economy (H) 1
[Rules](#) [Benefits/Services](#)

Main Cabin (L)
[Rules](#) [Benefits/Services](#)

Comfort + (M)
[Rules](#) [Benefits/Services](#)

Comfort Plus **\$220.80** ✕

Services

Priority	✓ Priority boarding
Bags	✓ Carry-on bag: 1
Seat	✓ Seat assignment ✓ Extra legroom
Food & Drink	✓ Snack Included

Flexibility

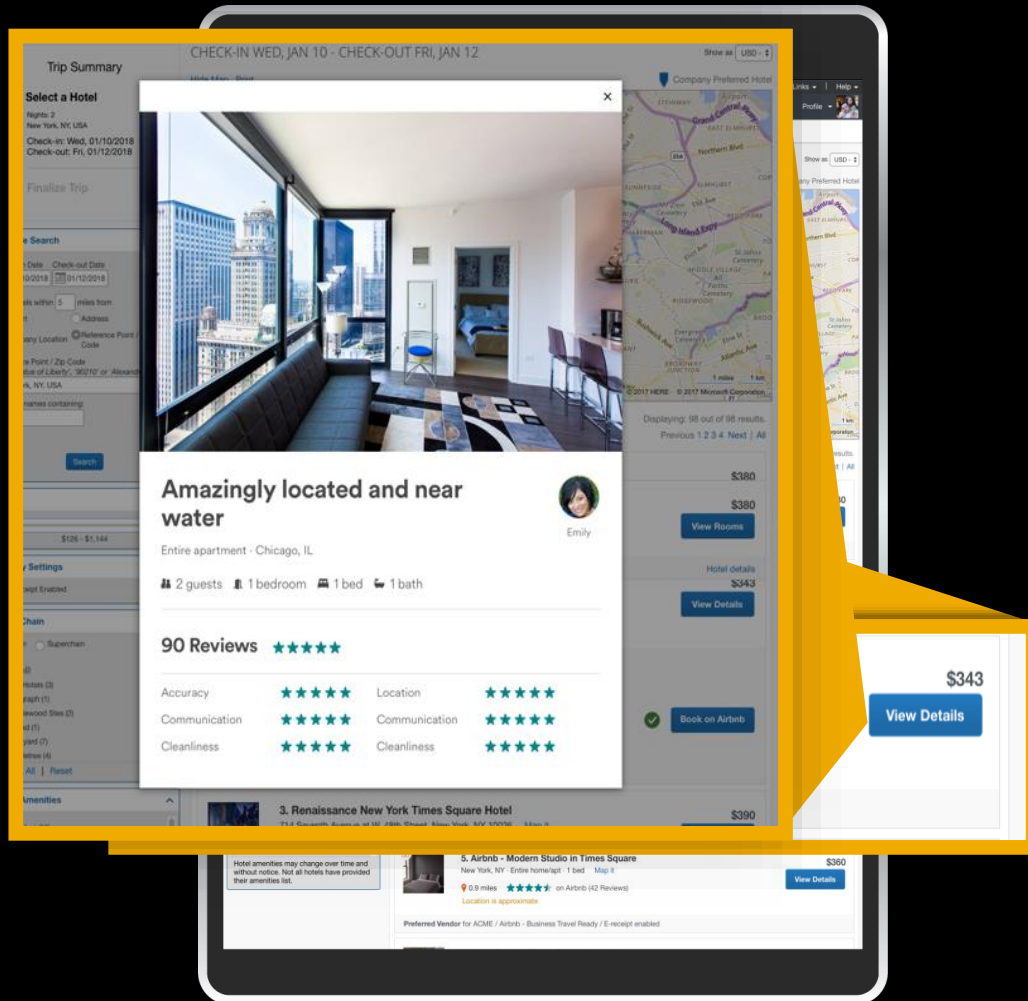
Changes	✓ Non-refundable ticket ✓ Non-changeable ticket
Mileage	✓ 100 percent

More Details

Comfort Plus INCLUDED
 Pre Reserved Seat Assignment

Close

Available Now: **Online Booking Tool's** New Lodging Supply



The Hotel Portal

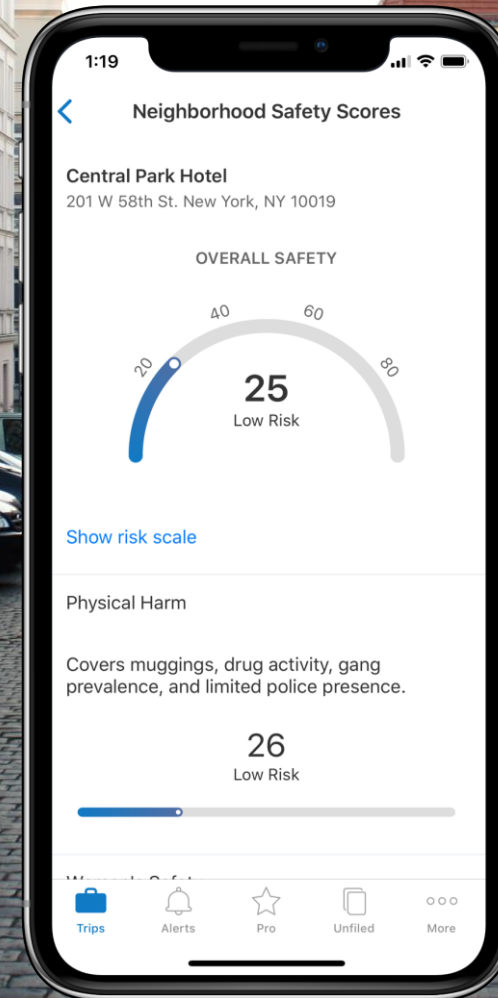


Available Now: **Triplink's** Expanded Supplier Network

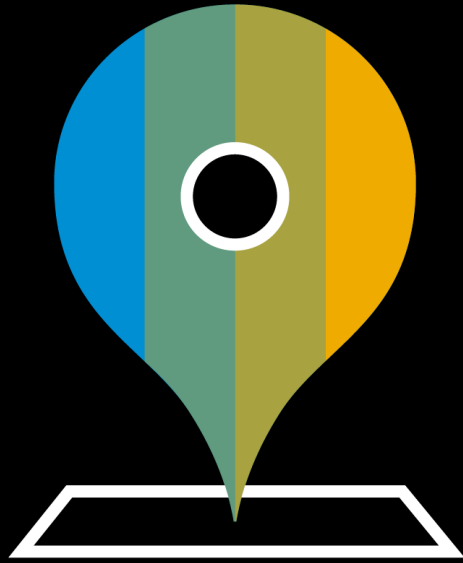
In 2018 we implemented British Airways, Hertz, Hyatt and American Airlines



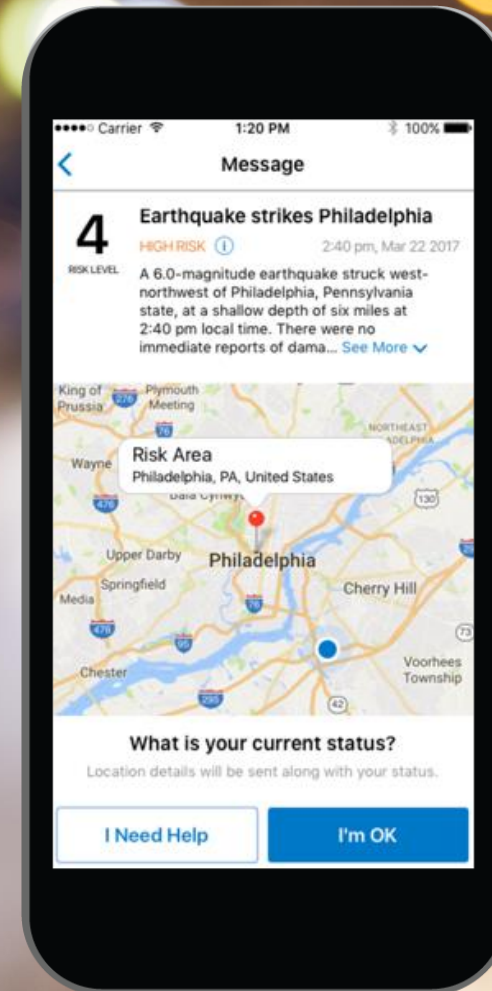
Available Now: **Triplt Pro's** Neighborhood Safety Scores



Available Now: **Locate** Traveler Communication



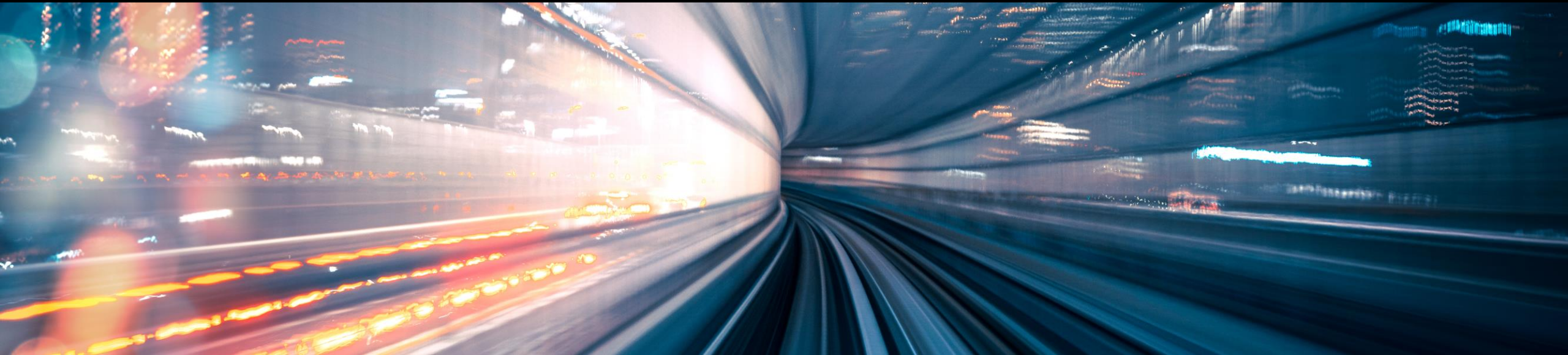
LOCATE



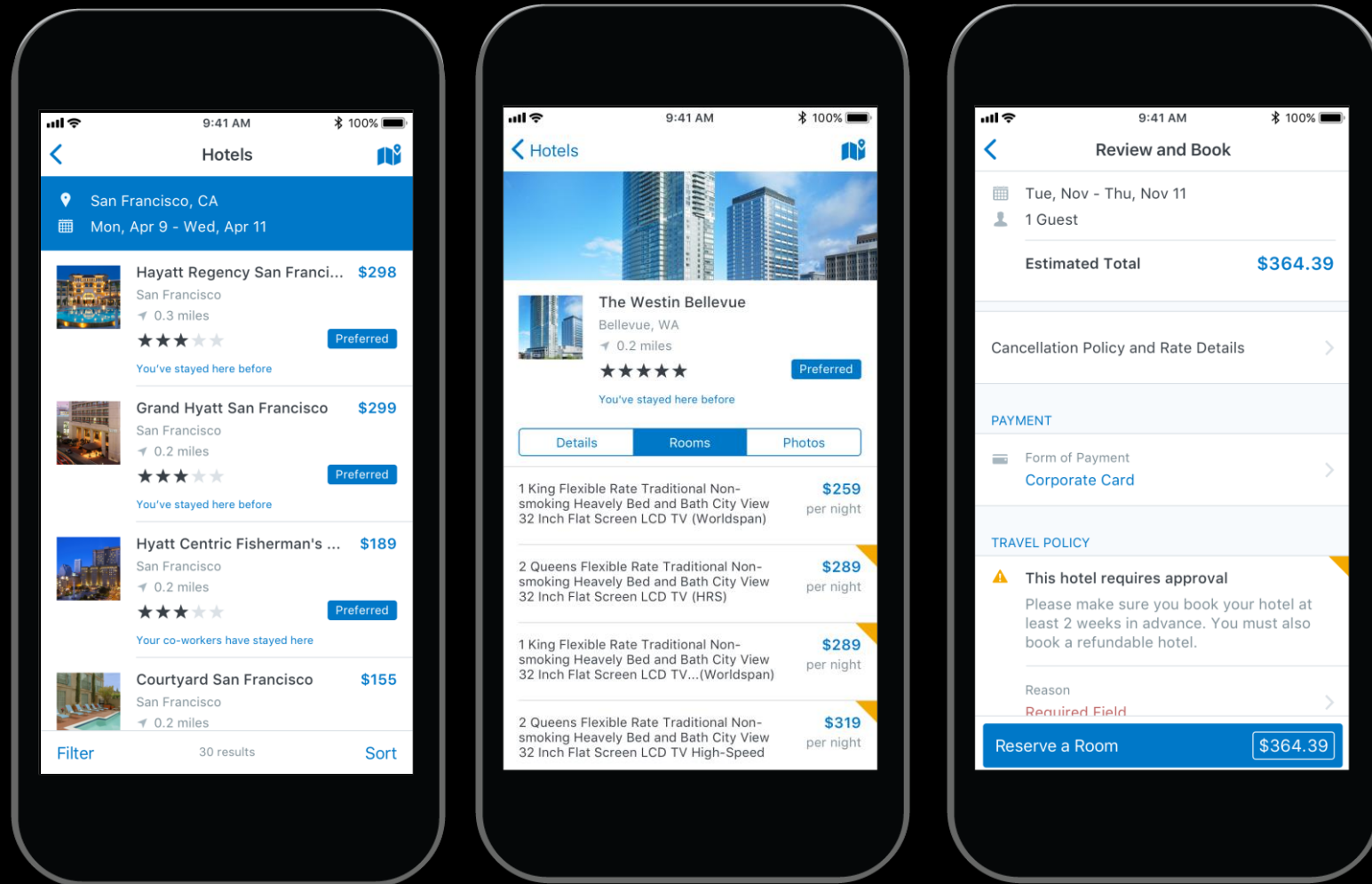
Product Direction: **Ernst & Young** Travel Risk and Immigration Compliance

SAP Concur  

Business Travel Tax & Immigration



Product Direction: **Travel OBT** Hotel Direct Connects for Mobile



- Same great UI
- Same Policy & Rules Support



Vision: **Travel OBT** Car Rental Upgrade

Negotiated Corporate Rates

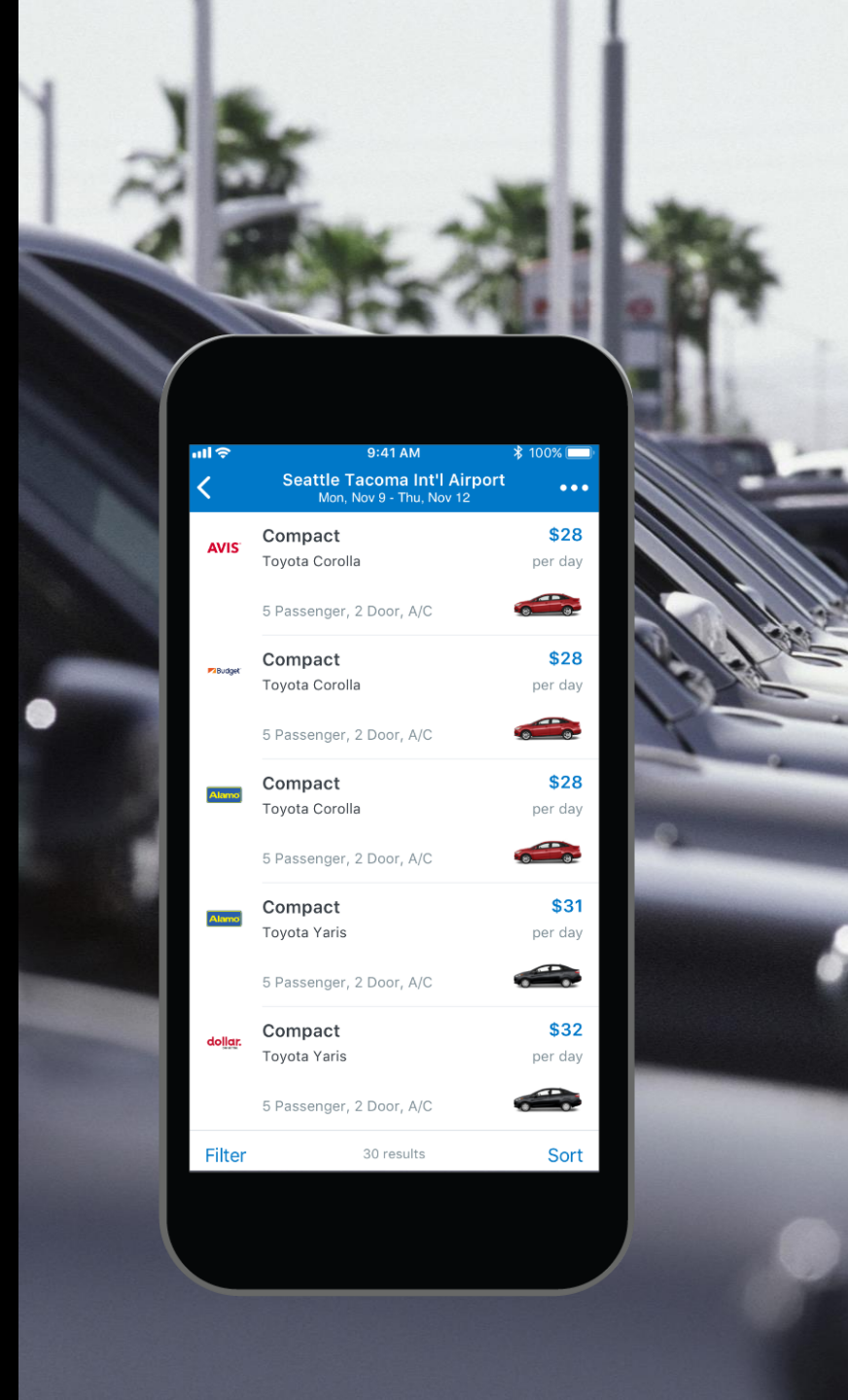
Content and UX not supported via GDS shop/sell

- Reserve Ancillaries
- Delivery/collection
- Corporate locations

Improved End-to-End User Experience

TMC friendly

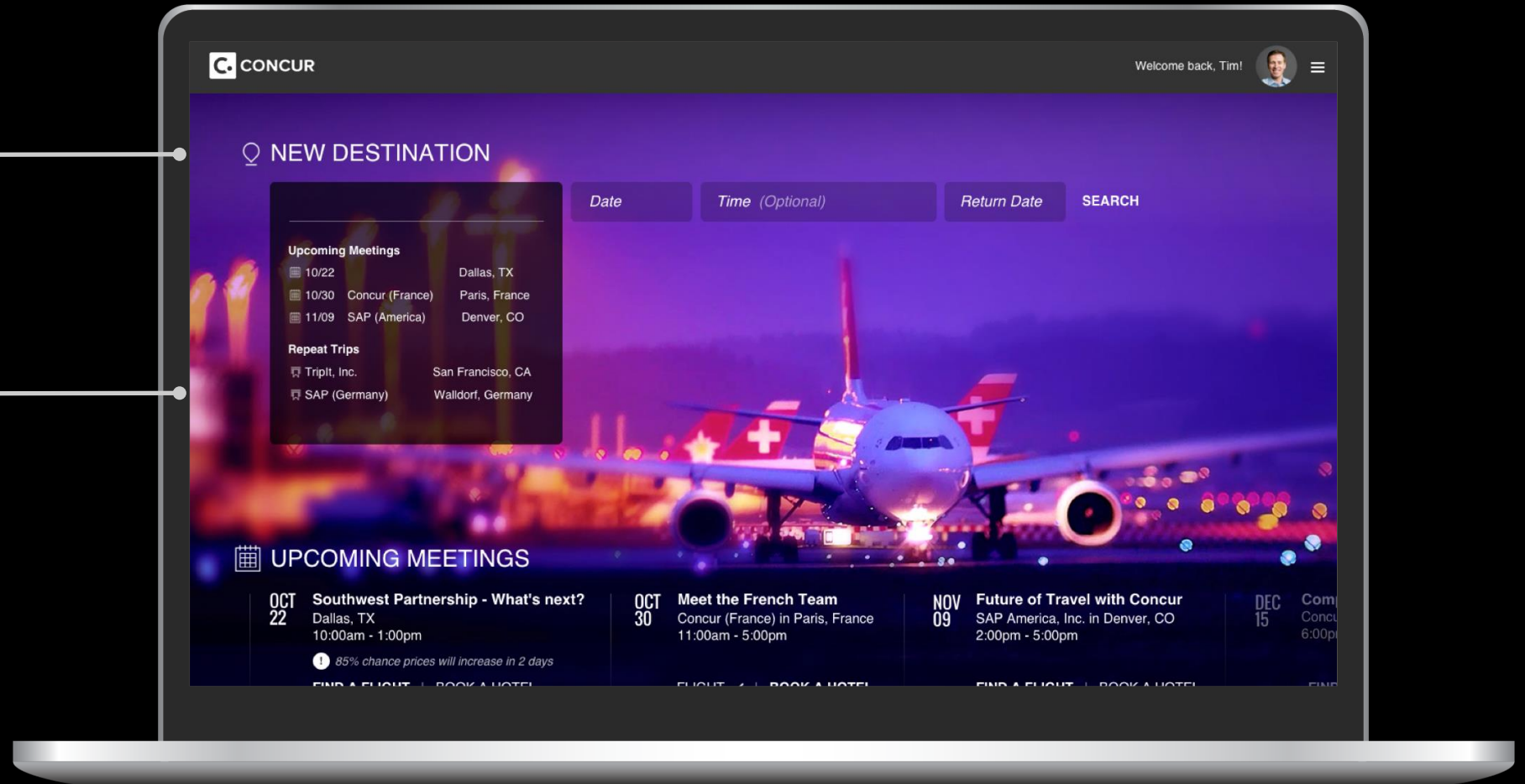
- Service and reporting supported via CT, API and/ or Passive segments
- Mixed GDS / Aggregator configurations
- Initially Targeted for Central European Market



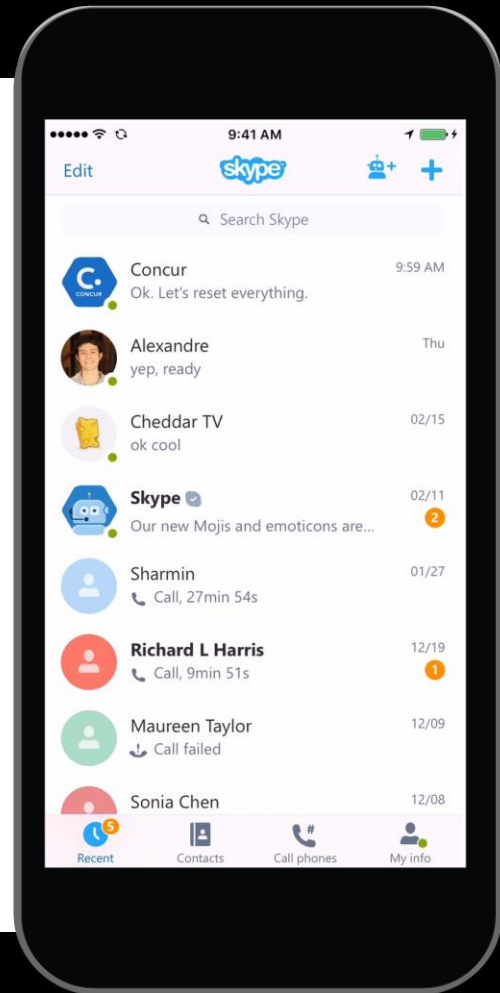
Product Vision: AI-powered **Intelligent** Search Capabilities for Air & Hotel

Flights sorted based on knowledge of your calendar

Hotels sorted by distance to your meetings



Product Vision: **Chat / Voice Interfaces** for Concur Travel



“What time should I leave for the airport?”

“Is my flight on time?”

“What will the weather be like when I land?”



amazon echo



Google Home
Voice-activated speaker



Investment in Technology and Infrastructure

SAP Concur Cloud Architecture



**Experienced
and Trusted**



**Designed for
Global Scale**



**Certified
Security**

...and what is in for us

(the customer, the end-user, the FI department, IT)?

- Rethink of the opportunities leveraging ML, Digital Core, Intelligent Enterprise Suite and enhanced technologies / Innovations for your processes.
- Give as much freedom as you want in policies (and validation), but enjoy all the controls you need
- Rethink the audit process / timing
- Prevent false / fraud before it even happens and guide the employees to do the right thing
- Don't re-create processes which were established decades back with different technologies, if not regulatory necessary
- Look for solutions not features



Q&A



Vielen Dank!

Kontakt:

SAP Concur

Hendrik Vordenbaeumen

VP Product & Technology, SAP Concur

hendrik.vordenbaeumen@sap.com

SAP Concur folgen:



www.concur.de

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