


The presentation will begin shortly. Audio will be streamed directly via your computer speakers. Enjoy the webcast!



A blurred background image of a business meeting. In the foreground, a person's hands are holding a document with a line graph and a bar chart. The line graph shows an upward trend, and the bar chart has several blue bars of varying heights. The overall scene is professional and focused on data analysis.

# Concur Intelligence: Using Analytics to Drive Decision-making

Marsha Calfee  
Sr. Manager, Global Products  
Reporting & Analytics

A man in a light blue shirt is seen from the side, gesturing with his right hand towards a group of people seated in a meeting room. The background is bright and slightly blurred, showing several other attendees.

# Agenda

- Vision and approach
- Best practices
- Recent enhancements
- Upcoming innovations

Integrates your  
expense, travel and  
invoice data.

To provide actionable  
insights.

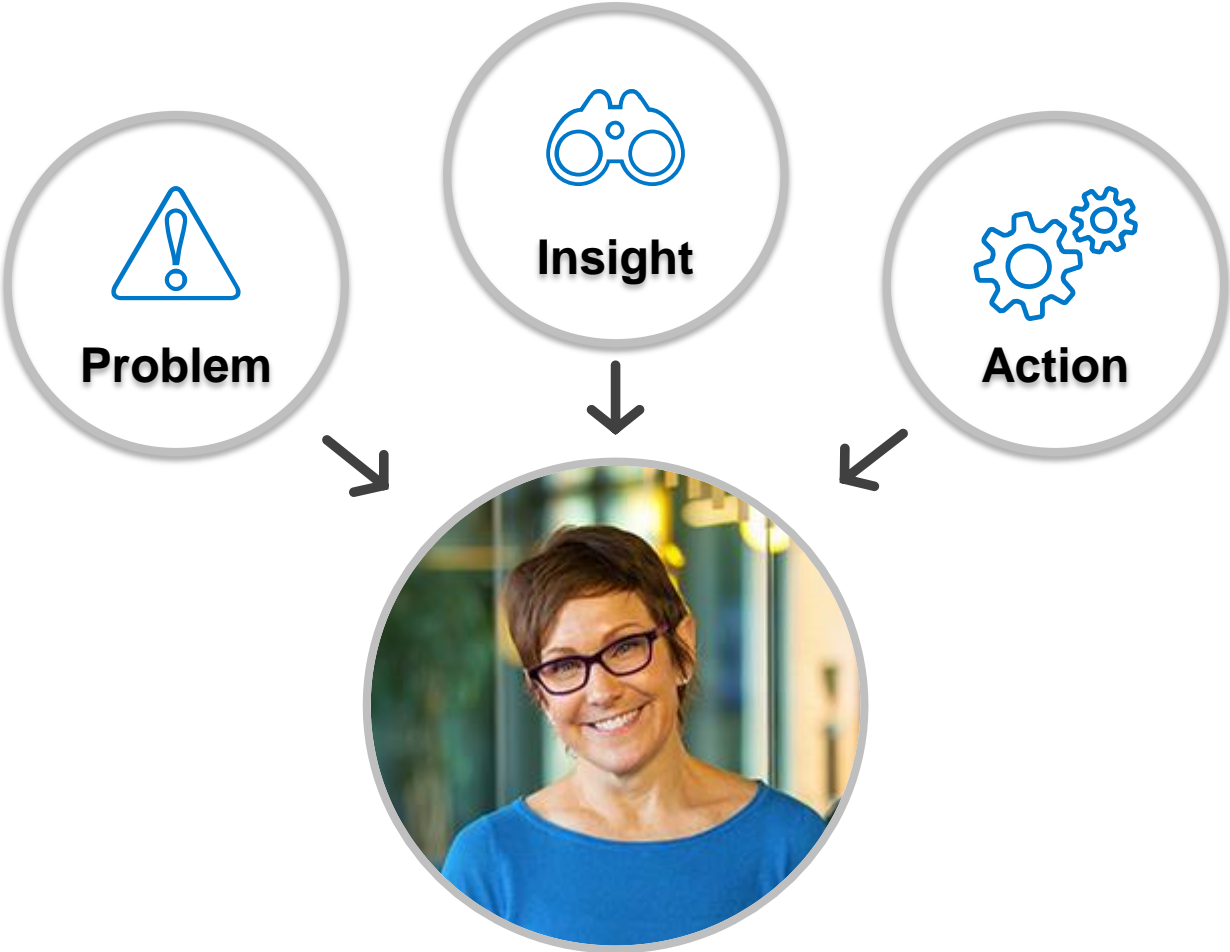


# Concur's Vision & Approach to Analytics & Reporting





# Elements of a Good Business Decision



**DEPARTMENT  
MANAGER**



**EXPENSE  
MANAGEMENT**



**FINANCE  
MANAGEMENT**



**TRAVEL  
MANAGEMENT**



**VENDOR  
MANAGEMENT**



**LEGAL & TAX  
MANAGEMENT**

# Actionable Alert Framework



**Employee submits expense or books travel**



**Budget threshold is triggered**



**Manager receives email alert**

# Best Practices in Reporting



- Map expense types to spend categories
- Map expense types to travel reservation (trip) types
- Enable travel-related options:
  - Allow import bookings
  - Allow pre-expense airfare
- Enable the “Allow users to combine expense into a single merged expense” site setting
- Map expense types to match categories

**Best Practices – Expense Configuration for Analysis/Intelligence Setup Guide**

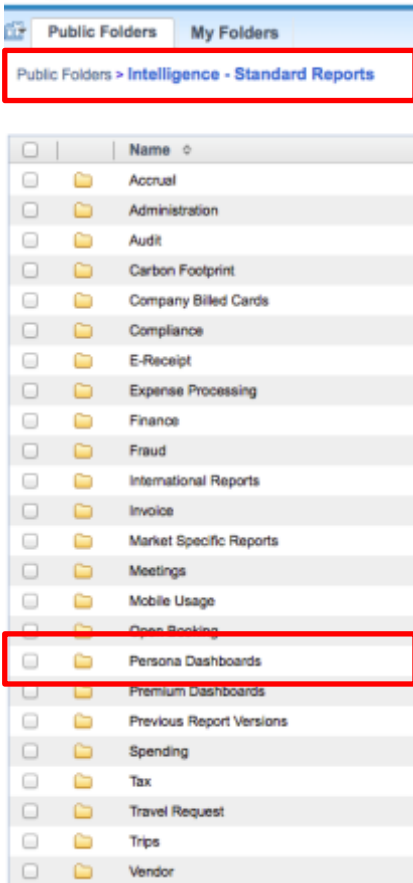




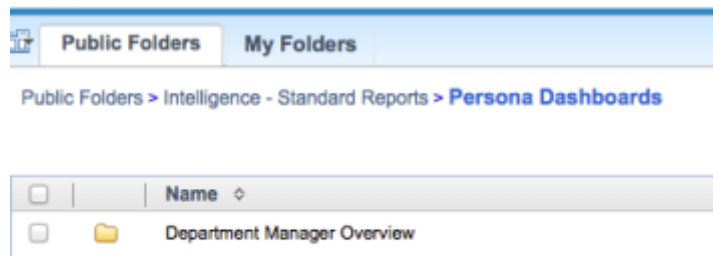
Currently Available in Concur Intelligence

# Accessing the dashboard

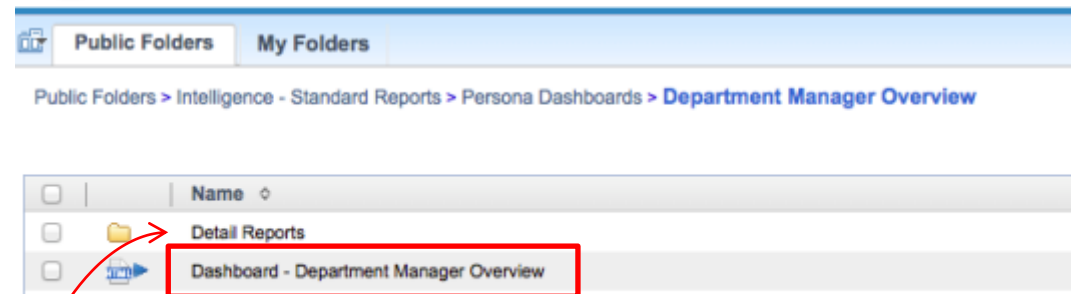
**1** Look for Persona Dashboards in the Public Folders/Standard Reports.



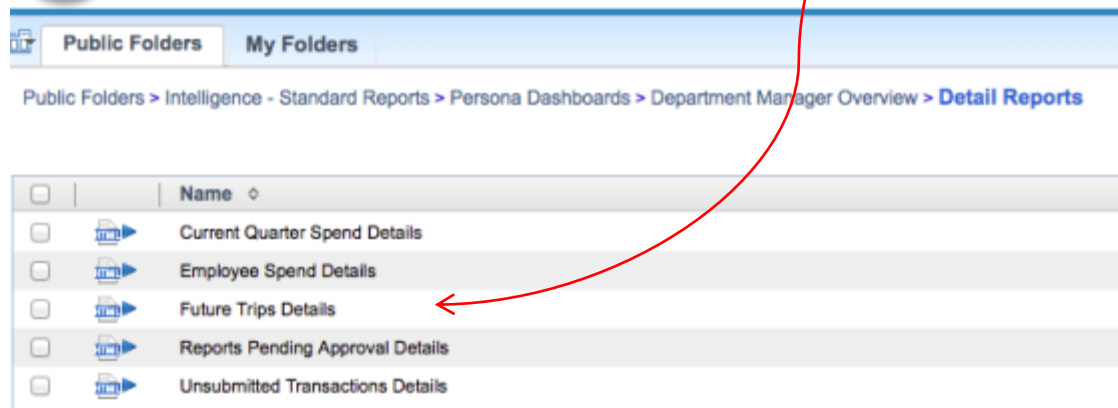
**2** Once in the Persona Dashboards folder, click on Department Manager Overview



**3** To view the dashboard, click on Dashboard – Department Manager Overview

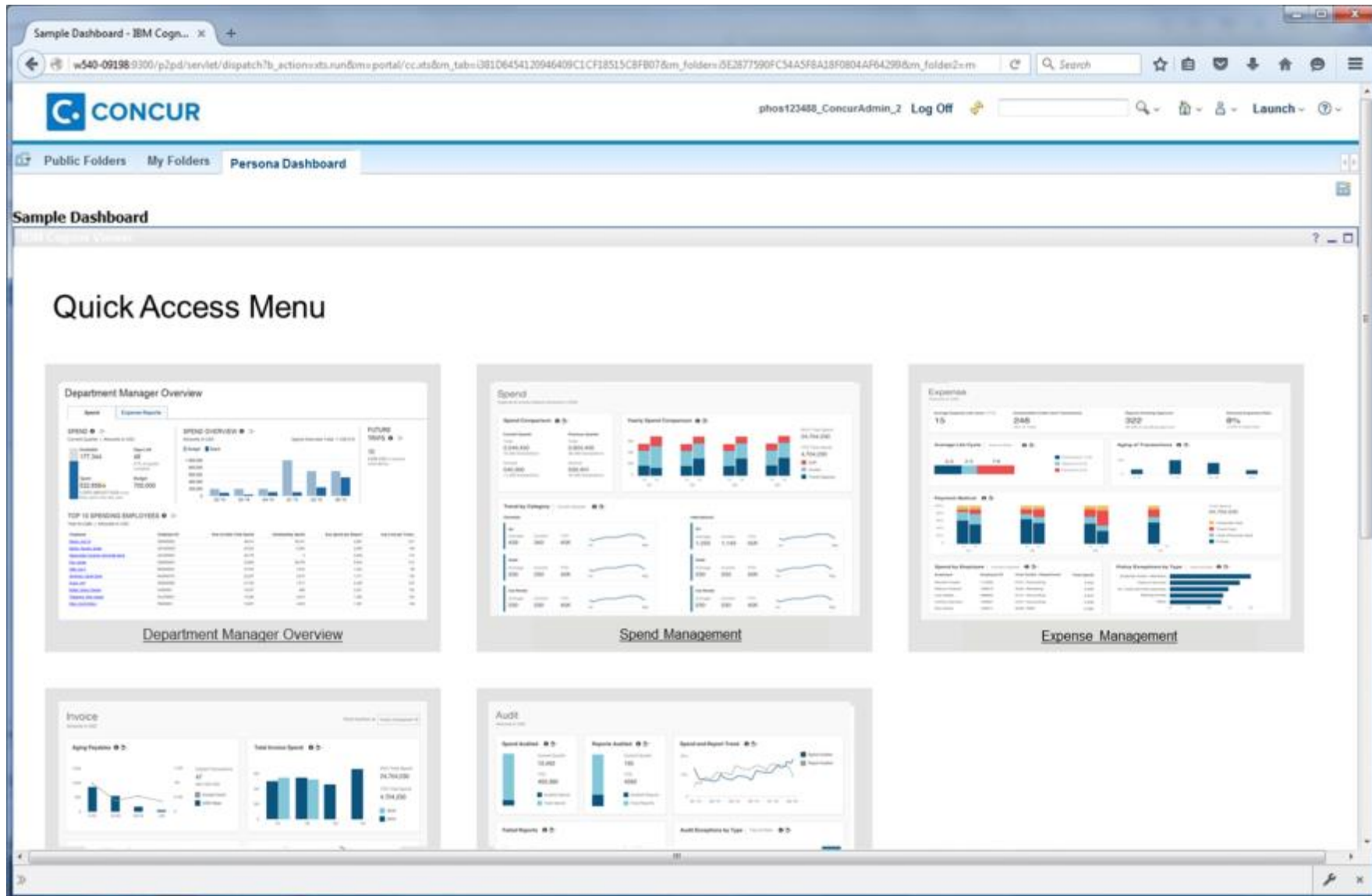


**4** You can run the drill reports from the dashboard, but if you want to run them separately, click on the Detail Reports folder to access each report.

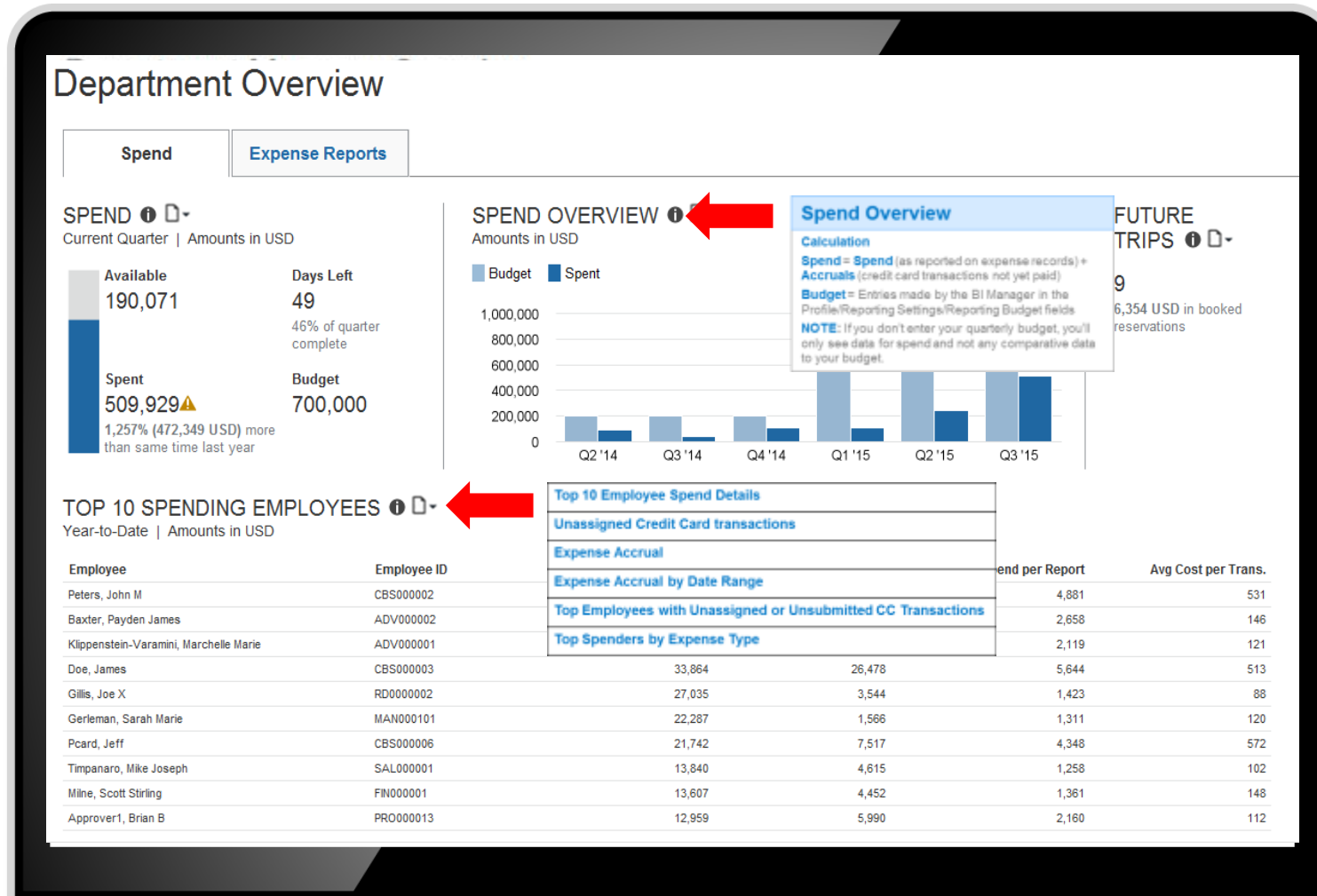




# Quicker and Easier Access to Dashboards



# Department Manager Dashboard



## Spend Tab

- ▶ Budget vs Spend
- ▶ Future Trips
- ▶ Top Spending Employees

## Embedded Education

## Drill Reports

## Expense Tab

- ▶ Average Life Cycle
- ▶ Unsubmitted Transactions
- ▶ Credit Card Adoption
- ▶ Average Spend by Spend Category
- ▶ Policy Exceptions by Employee



# Actionable Analytics

Received Tuesday, 12 Jan 2016 8:05:22 AM  
From notifications@cognos.ibm.com  
To managernaame@concur.com  
Subject **Manager Spend Trigger Alert – Card Spend**

**Manager: Tarble, Brian**

## PROBLEM IDENTIFICATION

This alert shows you the transactions as charged on the corporate card prior to the transaction being processed through the expense system, thus giving you timely exposure to potential risk.

**DETAILED INFORMATION – Below are listed the transactions that caused the Trigger.**

Employee	Card Holder Name	Charge Date	Employee Email Address	Card Type	Merchant Description	Merchant City Location	Posted Amount
Carter, Mary A	Mary A Carter	Jan 12, 2016	mary.carter@concur.com	AX	Delta Airlines	Atlanta	2,349.46
Simpson, Allen	Allen Simpson	Jan 12, 2016	allen.simpson@concur.com	AX	BestBuy	Charlotte	590.24

## ACTIONS

Please review and take appropriate action as follows:

**Review the transaction with your employee(s) to ensure this is a valid transaction for business purposes.**

# Upcoming Product Innovations

- **Spend Management Dashboards**
- **Fiscal Year**
- **Localization**
- **NextGen**
- **Data Platform & Enrichment Services**
- **Integration Back to Core Product**



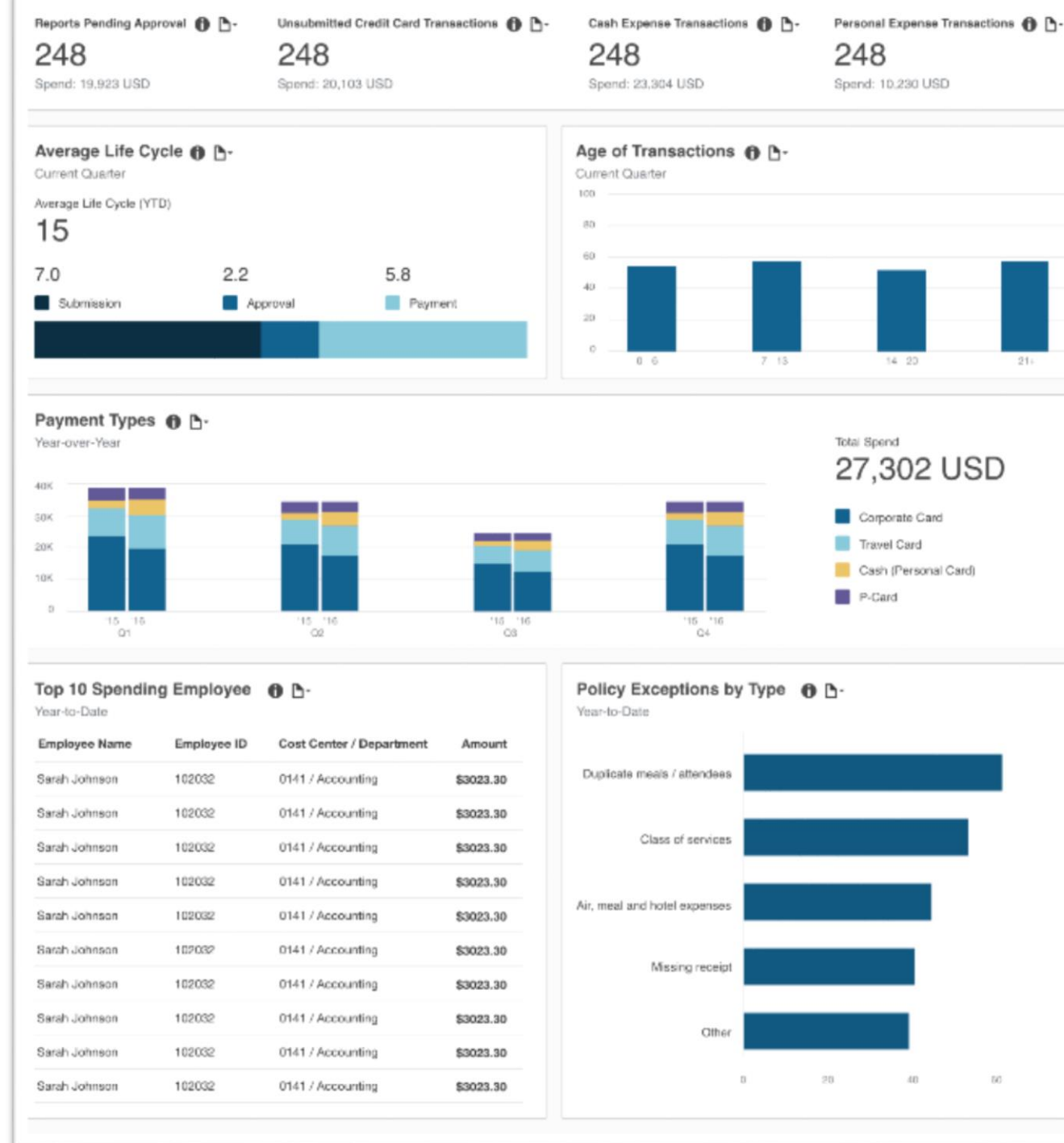
## ▶ Spend Management Dashboards

- ▶ Expense
- ▶ Invoice
- ▶ Audit
- ▶ Finance
- ▶ Cash Management
- ▶ Invoice Processor
- ▶ Credit Card Optimization

▶ Color palette for visually impaired

▶ Tool tips

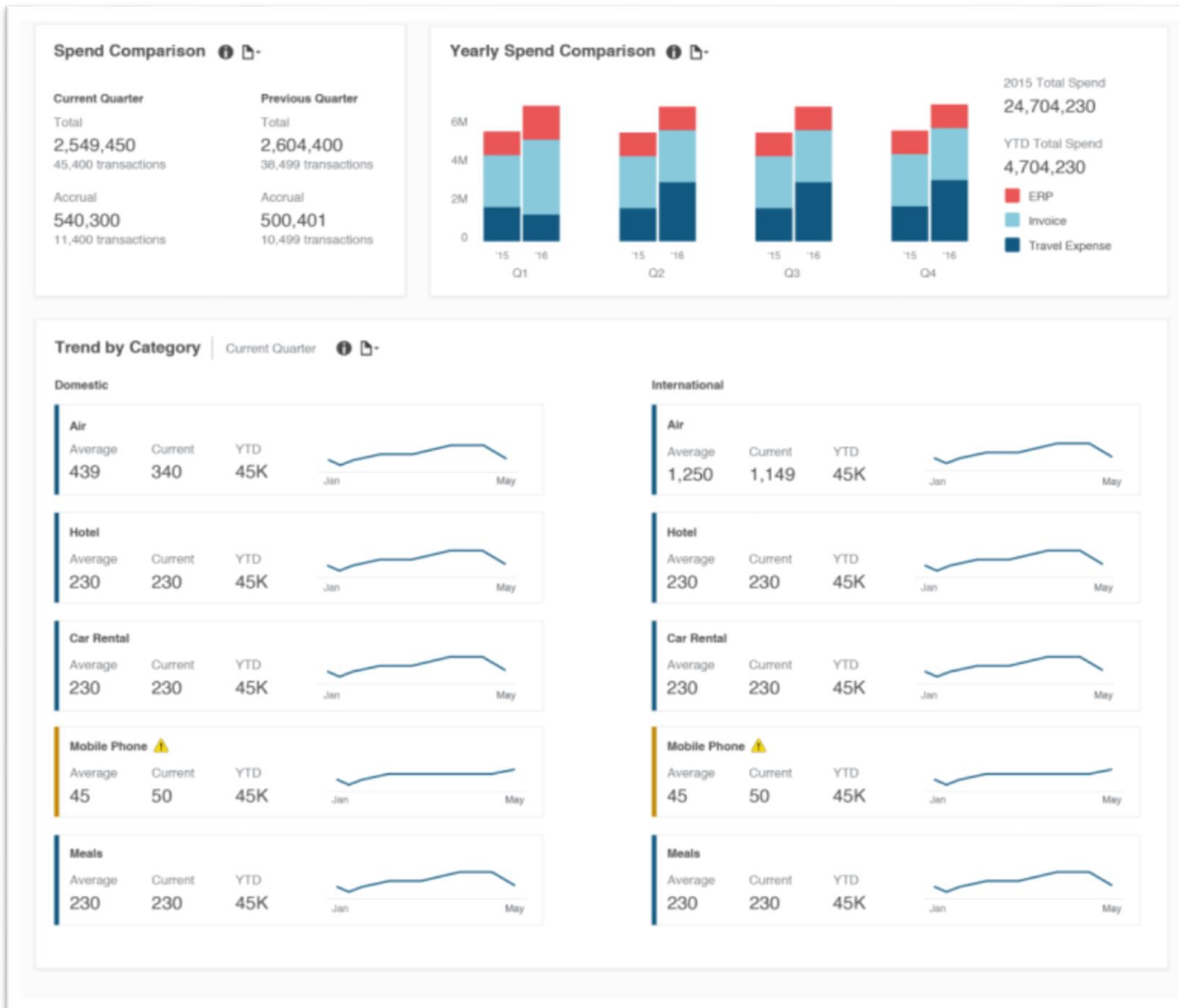
▶ Drill reports



# Expense Persona Dashboard Mockup

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► Combined Expense and Invoice spend



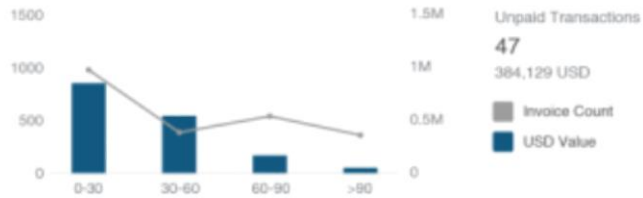
# Spend Dashboard Mock Up

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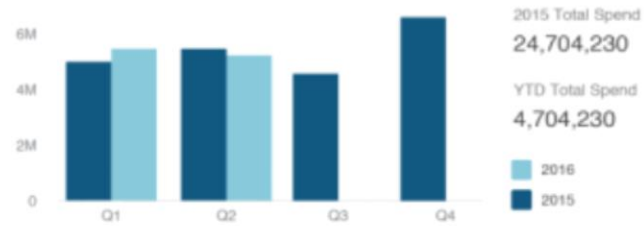


# Invoice Persona Dashboard

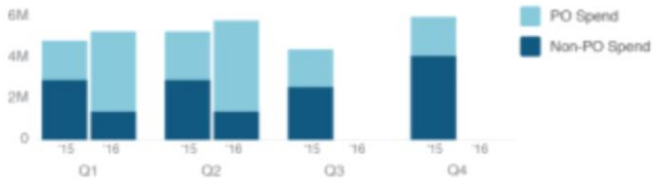
### Aging Payables



### Total Invoice Spend



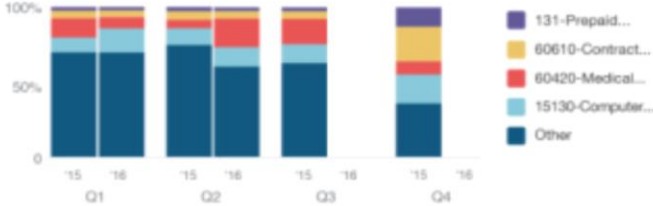
### PO vs Non PO Spend



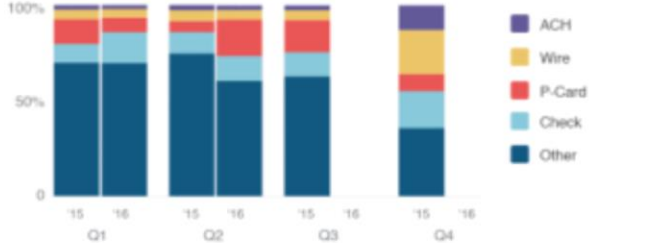
### Top 10 Vendors

Vendor Name	Total Spend	Payment Terms	Avg Days to Pay
The Creative Group	49,239.00	30	30
Sam's Club	34,938.42	60	60
Optimize Networks	30,049.00	90	90
F5 Networks	8,039.39	30	30
UPS	7948.39	60	60
Key Equipment	6383.21	90	77
RightNow Technologies	5349.00	30	28
A+ Cleaning Contractors	3400.00	60	59
JLL Consulting	3000.00	90	91
IBM	1239.09	30	31

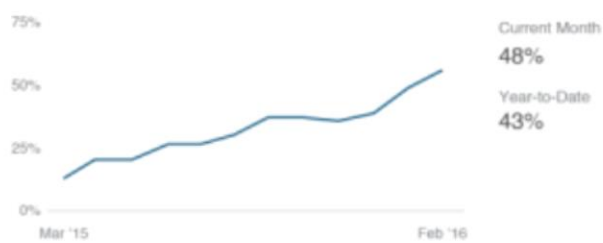
### Spend Trend by Expense Type



### Payment Method



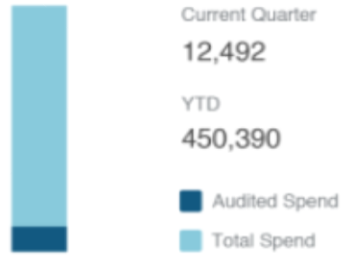
### PO Adoption



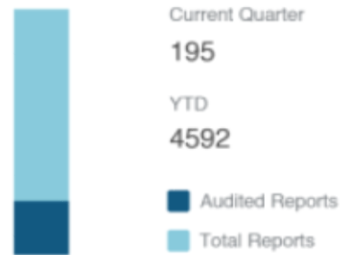
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# Audit Persona Dashboard

## Spend Audited



## Reports Audited



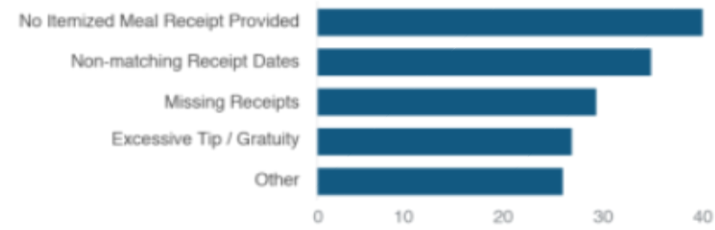
## Spend and Report Trend



## Failed Reports



## Audit Exceptions by Type



## Processor Information

Auditor Name	# Reports	Reports Sent Back	# Adjustments	Average Days to Audit
Sam G	60	15	231	2
Cheewee R	50	13	123	1
Aubrey A	40	12	59	2
Davis G	30	5	39	3
Selena O	20	4	44	2
Obi G	20	3	29	2

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# Calendar Year → Fiscal Year

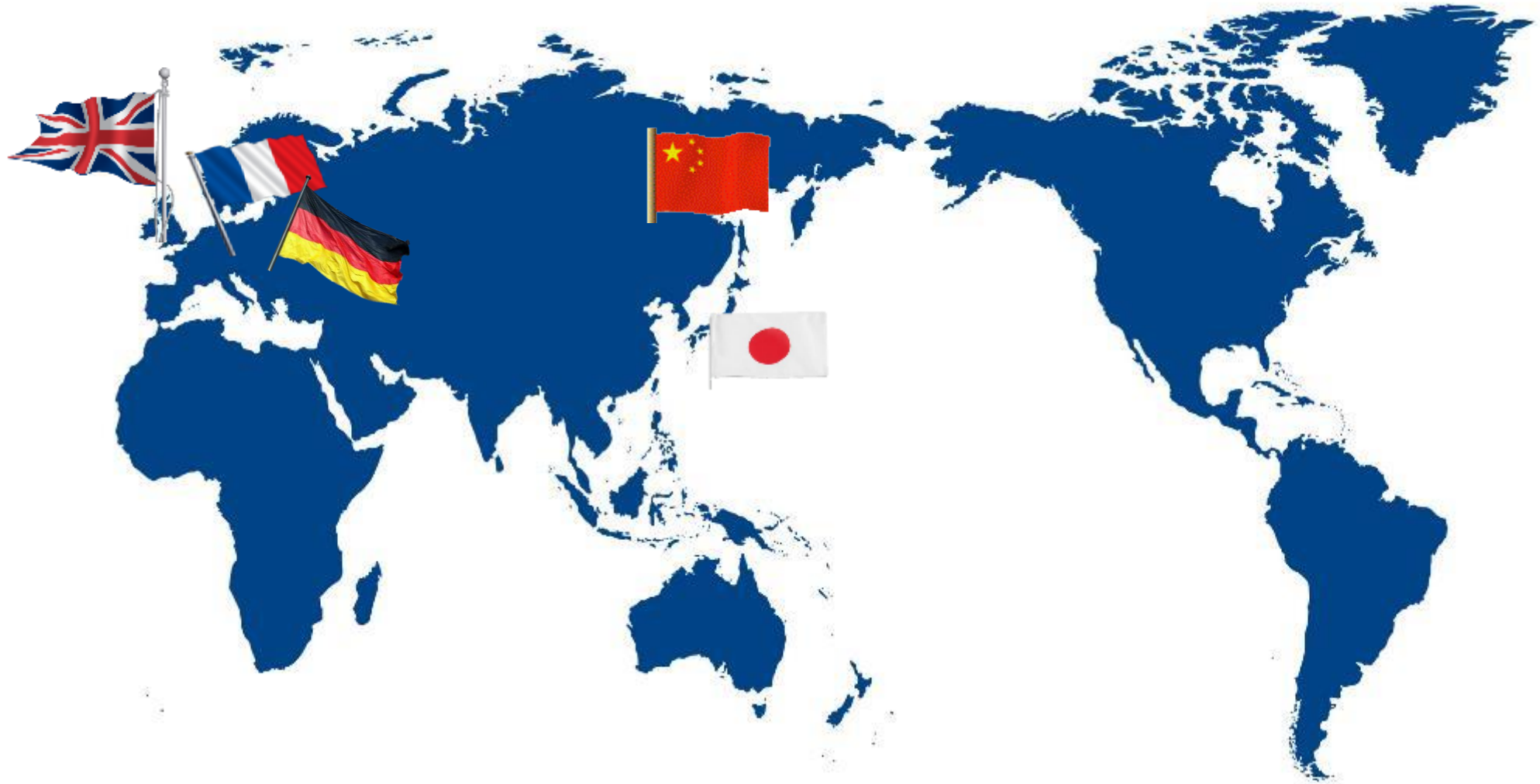
## 1. Change UI in Reporting Configurations

- Targeting December

## 2. Change reports with embedded calendar year filter

- ~100 reports
- Phased approach

# Translations



English  
September

French  
November

German  
December

Japanese  
December

Traditional and  
Simplified Chinese  
January



# Additional Languages

- Brazilian Portuguese
- Korean
- Italian
- Spanish – Latin America
- Danish
- Swedish
- Dutch
- Finnish
- Norwegian
- French – Canada
- Spanish – Europe
- Polish
- Russian
- Czech
- Hungarian
- Portuguese – Europe
- Turkish
- Thai
- Indonesia



# Next Generation Analytics



## Connected, transparent, and effortless

- ▶ Real-time Data Pipeline
- ▶ Decoupled UX from Reporting Engine



## Enhanced technology

- ▶ SAP HANA
- ▶ UI / UX overhaul



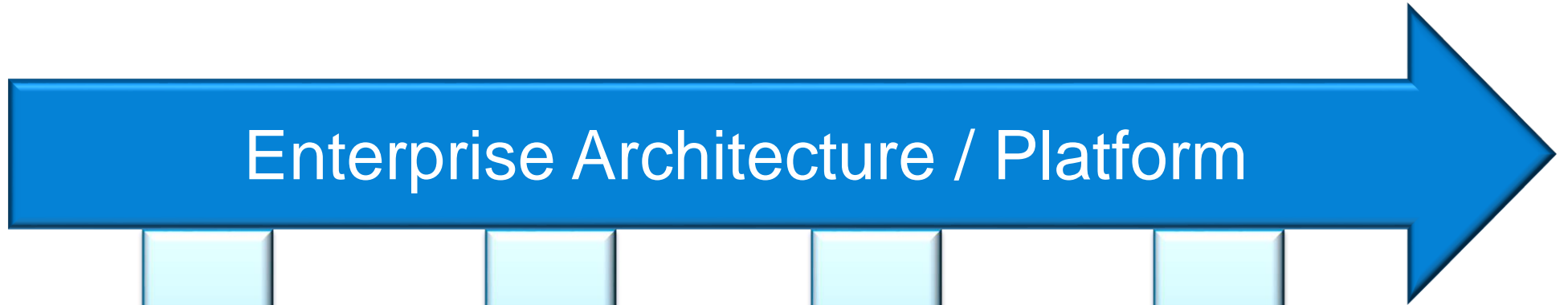
## Best-in-class



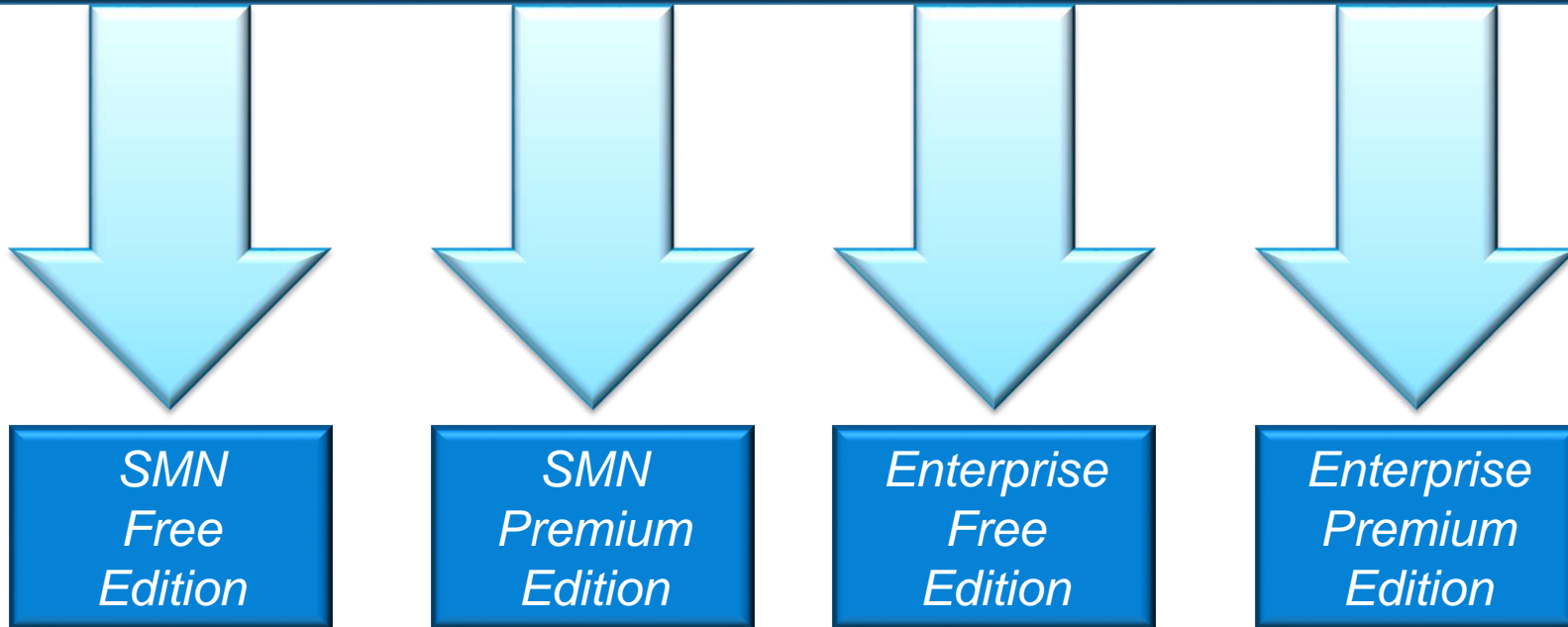
These are product development themes being considered and there is no commitment for delivery of these features.

# How

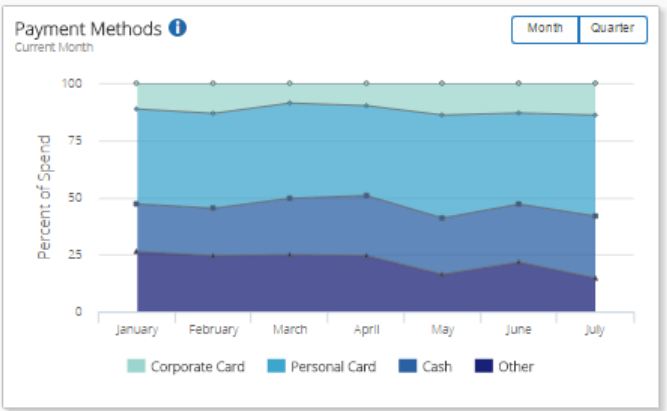
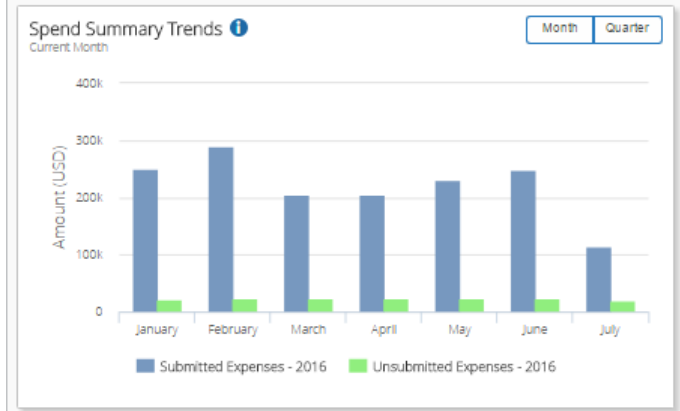
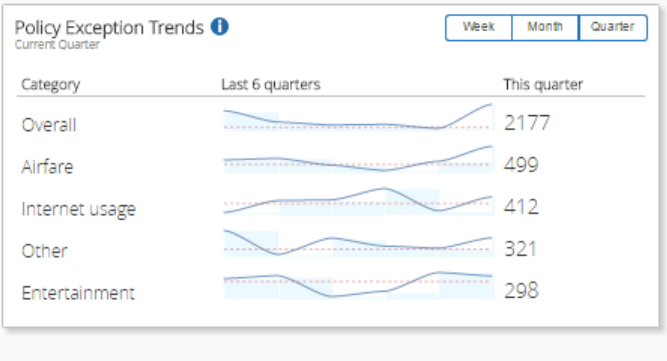
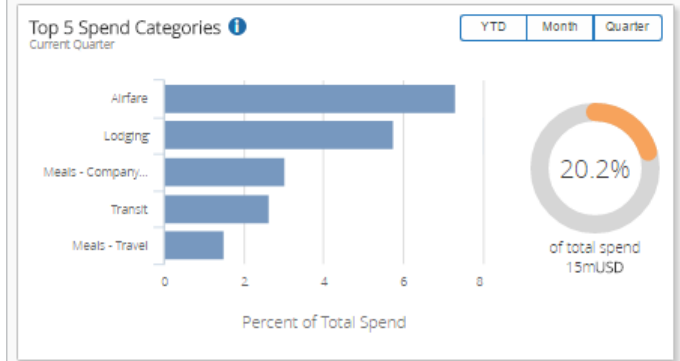
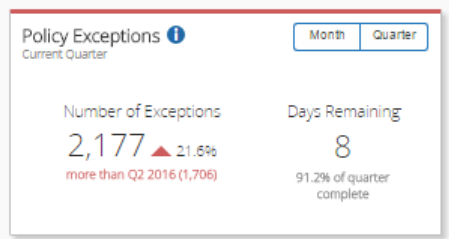
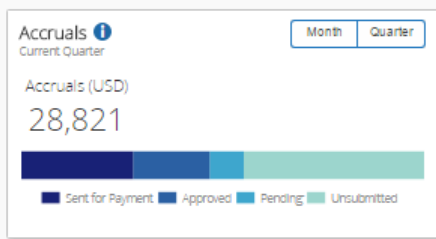
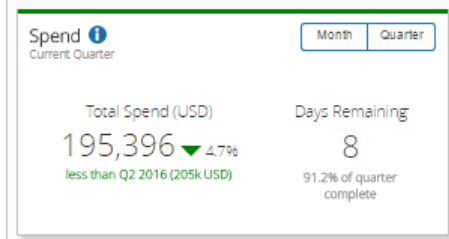
*Technology  
Roll-out*



*Product  
Roll-out*



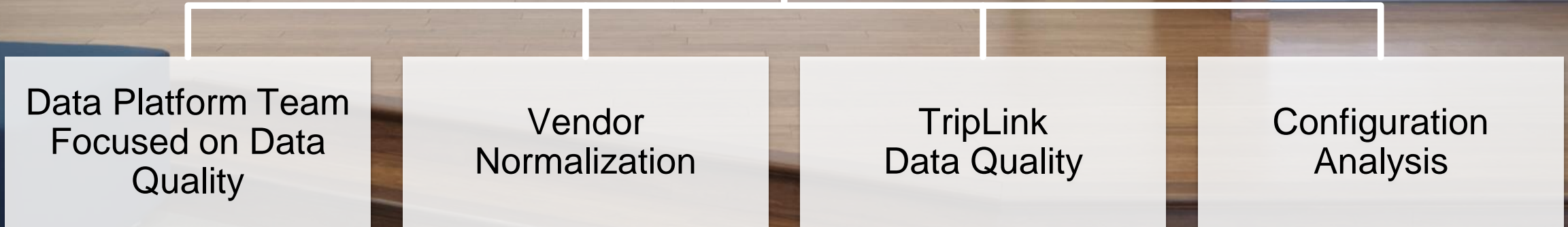
# My Dashboard



NextGen SMN Dashboard Q1 2017 Release



# Data Platform



# Data Platform - Services & Master Data

What is my total lodging spend with the Seattle Marriott Waterfront in 2016?

Does my company spend more on business class airfare than other enterprise customers?

Who are the Marriott users I should be targeting with messaging?

How much could my small business save if I switched telecommunication providers?

Is the \$400 daily rate for Vienna something I should pay more attention to?

How does my company's spending on rail between Paris Nord and Amsterdam Central compare to other similar companies?

Am I fulfilling my air travel contract for the Chicago O'Hare to Dulles route with United?

How does SMN air spend compare to Enterprise customers?

# Alerts to integrated Action

- 1 Manager enters budget
- 2 Manager sets threshold for budget notification
- 3 Email alert sent to manager when budget threshold met/exceeded
- 4 Travel Request automatically enabled for manager AND/OR
- 5 Workflow approval realigned to support Travel Request







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