

# Welcome to SAP Concur

Your Journey Starts Here

THE BEST RUN



# Here to **Support You** on Your Journey

We're thrilled that you've chosen to partner with SAP® Concur® on your journey towards continued business innovation. We also understand that getting to grips with implementing a new solution can sometimes be overwhelming.

We want to ensure you see great value from your investment in SAP Concur. This welcome brochure covers the entire onboarding journey. It will help you to learn the best practices and show you where to find all of our resources.

Here is an overview of the main steps we'll take you through on your course to success:



Pre-implementation and training



Implementation



Change management



Go-live



Ongoing support



# Starting Your Journey on the Right Foot

A good plan is the first step to success. We've helped over 47,000 customers implement SAP Concur, so have a wealth of tips and best practices on hand to create a pre-implementation plan.

The following team members and resources will be on hand to support you:

1. Implementation & Services Team
2. Client Engagement Executive
3. Client Sales Executive
4. Customer Support

They'll be able to assist you in account planning, creating a strategic road map, or leveraging extra SAP Concur support.

We'll also give you access to a range of training resources:

1. SAP Concur Training Website
2. Demonstrations and Materials
3. On-site and Virtual Instructor-led Training

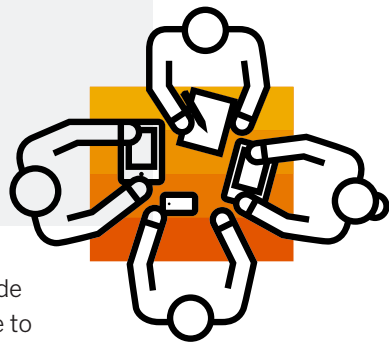
If you need support in these early stages,  
**we're here to help.**

# Planning a Smooth Implementation

A good implementation plan is key to making sure you have a seamless transition to SAP Concur. We'll work with you from the beginning to understand your specific requirements and determine an appropriate project plan.

Here's an outline of the methodology we recommend:

- 1. Getting started:** Establish the project team and gather requirements
- 2. Requirements and analysis:** Finalise requirements and the project plan
- 3. Configurations review and validation:** Deliver a confirmed final configuration
- 4. Deployment:** Carry out end-user training and plan the Go-live
- 5. Transition:** Complete transition to Concur customer support



SAP Concur can share a fully detailed Implementation Guide once you reach this stage of the journey. We'll also be there to support with any potential difficulties waiting around the bend.

# Communicating Your SAP Concur Implementation

Change can be a good thing – but it's always best when people know what to expect. This next stage is about helping your employees understand what to expect and getting them excited about the benefits SAP Concur will bring.

We can support you with:

1. Establishing who your key stakeholders are
2. Putting together a communications plan
3. Preparing an end-user training strategy

**Don't worry if this is unfamiliar territory.**

We'll be in touch with a template communications plan to support you with your change management strategy.

One of the great benefits of SAP Concur is how simple it is for end users – but we'll also provide a comprehensive training guide that will be a great starting point to cover any training that you require.



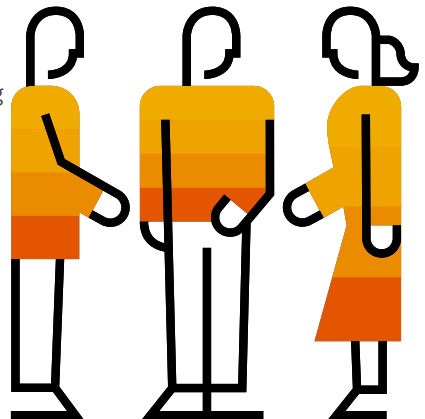
# Making Sure Your **Go-live** Runs Smoothly

Now it'll be time to roll-out SAP Concur. Go-live is the stage where all the preparation pays off. We'll help you to decide between a staggered or one-time Go-live.

1. Agree who needs to be involved from your organisation
2. Support your end users during the rollout event
3. Find out where to get additional support if required

Rolling out SAP Concur across your organisation brings you closer than ever to better Business Expense and Travel Management – and we'll do what we can to make the journey smoother.

Speak to your SAP Concur Contact about ideas and support available to help make sure everything runs as smooth as possible.



# Accessing the SAP Concur Support Network

We've got three great channels of support that you'll still be able to access after your Go-live:



The Support  
Portal



The Peer  
Network



The SAP  
Concur Team

SAP Concur also want to be there in case your needs or strategic goals shift in the future. There are a number of ways we'd like to help you moving forward. We can:

1. Scale your solution as your organisation grows
2. Keep in touch and share knowledge through Fusion Conferences, User Groups, and the SAP Concur Community
3. Take on board suggestions and feedback to improve your future service

We see this as an ongoing shared journey – so make sure you take advantage of the wealth of support SAP Concur offer.

Check out our client hub  
for further information.

**[sapconcurclienthub.com](https://sapconcurclienthub.com)**