



## **Concur Acquires Etap-On-Line**

### **Frequently Asked Questions for Etap-On-Line Customers**

#### **Q: Who is Concur?**

Concur (Nasdaq: CNQR) is the world's leading provider of on-demand Employee Spend Management services. Concur's award-winning solutions streamline business travel and expense reporting, and improve invoice processing – delivering rapid ROI by helping companies increase efficiency, control employee spend and drive down operational costs. Learn more at [www.Concur.fr](http://www.Concur.fr).

#### **Q: Why did Concur buy Etap-On-Line?**

- The acquisition of Etap-On-Line accelerates Concur's existing strategic growth objectives. Etap-On-Line and Concur have complementary product and geographic strengths, enhancing Concur's ability to compete in employee spend management solutions.
- This acquisition is a continuation of Concur's' commitment to global and local market leadership.
- Through the acquisition of Etap-On-Line, Concur gains tremendous talent on both the technology and business side.
- Concur has long talked of our goal to become a great, enduring business. This acquisition accelerates our path to this goal. It also puts us in a stronger position in a highly competitive and fragmented marketplace that includes ERP providers like SAP and Oracle, card and travel providers. Importantly, this deal accelerates Concur's existing strategic growth objective.

#### **Q: What is the greatest benefit you see from this acquisition?**

We see numerous benefits to this acquisition for Concur's and Etap-On-Line's customers, partners, employees and shareholders.

- Together, Concur and Etap-On-Line will continue to strengthen, broaden and enhance the solutions customers have invested in.
- This will create new growth and new opportunities for the company.
- For shareholders this is an important investment to build revenue streams for Concur.

#### **Q: What will happen to Etap-On-Line's employees?**

All Etap-On-Line employees, as well as sub-contractors will remain in their current role with this acquisition. We are looking at the France office to be a key Concur office, which we are planning to grow.

#### **Q: How will Etap-On-Line operate within Concur?**

Etap-On-Line will become a subsidiary of Concur. All Etap-On-Line employees, as well as sub-contractors will remain in their current role with this acquisition. Pierre Higelin and Pierre Emmanuel Tetaz will continue to lead Etap-On-Line in the areas of R&D, Sales and Marketing.

**Q: What does this acquisition mean to Etap-On-Line customers?**

- Etap-On-Line customers have greater potential for growth and innovation through delivery of incremental services.
- In addition, Etap-On-Line customers should expect no interruption in service levels, innovation, and support and Concur will honor all service level agreements (SLAs) currently in place.

**Q: Will Etap-On-Line customers immediately move to Concur solutions?**

- No. Concur will support customers on the Etap-On-Line product lines for an extended period of time.

**Q: Will a change be reflected in Etap-On-Line customer fees for hosting or maintenance?**

- Concur has no intention of changing any of the terms of our existing obligations.

**Q: Will Etap-On-Line's technology be integrated into Concur's?**

- Our clients are demanding tight integration between all of the services that help them manage employee spend. They have made it clear that they require more control over every step in the process – from procurement to payment. Strong integration between expense reporting and online travel management addresses this key requirement, while new technologies and capabilities – like Level III data, direct connects to travel companies, etc – will help to deliver even stronger ROI for all of our clients.

**Q. What is the organization's combined product strategy going forward?**

- Delivering on-demand Employee Spend Management services to help our customers drive the costs out of their businesses. The specific product strategy going forward regarding this acquisition will be addressed as the two teams work together to determine how to best deliver value to our clients.

**Q. Will there be any changes to my contract and support?**

- Existing contracts remain in force under their current terms. There are no immediate changes planned for support. In the future, Etap-On-Line clients can expect increased service levels made possible by Concur's global support organization.

**Q. How do I contact support?**

- You should use the same phone and email contact points that you have used in the past for support assistance. We plan to introduce new support infrastructure and enhanced processes. You will be notified of any changes prior to rollout.

**Q. Will people I've worked with in the past still be supporting me? They understand what my business needs are.**

- Wherever possible, your account team remains the same. As a result, you will still continue to be serviced by many of the same outstanding people, and should expect to

receive the same level of support. In fact, we anticipate that within just a short time your support experience will be even better – with new information and tools for our support staff to serve you better and new tools for you to submit requests and obtain information.

**Q. What will happen when my contract renewal comes due?**

- Wherever possible, it is our goal to continue doing business with you “as usual.” Your account representative will notify you well in advance of any changes.

**Q. Is my Service Level Agreement (SLA) still valid?**

- There are no changes to existing Service Level Agreements.

#####