

# Passport to Pandemonium

## 6 Challenges Every Organization Faces During Global Expansion

Conducting business has never been a more global affair. Whether you're selling into new markets or working with overseas suppliers, chances are your growth will come from abroad. But international travel and employees working abroad brings a host of new challenges to manage.



### \$1.6 trillion

Global business travel spending by 2020, a 28.5% increase over \$1.2 trillion in 2015.<sup>1</sup>

## Welcome to the Land of Misalignment



### Challenge #1: Overcoming disconnected systems

Foreign business units or offices often means new systems, new currencies, new regulations, and new accounting rules making it difficult to incorporate into your organization's current T&E policies and procedures.



### Challenge #2: Navigating processes across far-flung locations

As your foreign offices develop their own policies, vendors, and partners, the processes between your locations can start to differ greatly, confusing both employees and the finance department.

## 74%

Business leaders who believe complexity hurts their ability to meet goals.<sup>2</sup>

## Seeing the World (But Not Your Data)



### Challenge #3: Capturing employee spend

If employee spend made outside your TMC or booking system is a major portion of your T&E budget, especially across international vendors, it can be nearly impossible for your finance team to uncover noncompliant spend, reclaim Value-Added Tax (VAT), or understand the organization's spending trends in time to act.

### 37%

Hotel bookings made outside a TMC<sup>3</sup>

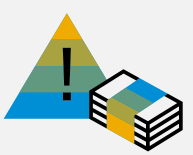
### 15%

Flight bookings made outside a TMC<sup>4</sup>

### \$20B

The amount organizations lose in unrecovered VAT globally<sup>5</sup>

## A World of Trouble

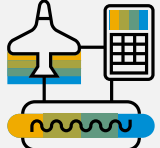


### Challenge #4: Understanding regulatory risk

Every new country you do business in has its own complex set of evolving tax laws and regulations, making it difficult to stay compliant.

### \$2,300+

Global product taxability changes in 2016<sup>6</sup>



### Challenge #5: Maintaining internal T&E compliance

Overseas travel and all the rules that come with it can lead employees to accidentally break the rules or even commit fraud. Moving to a single system and putting rules like pre-approvals in place can help.



### Challenge #6: Ensuring employee safety

When you see a headline about a natural disaster or incident somewhere in the world, do you know exactly where employees are, how to reach them, and how to help?

### Top reasons for modified travel itineraries<sup>7</sup>

### 58%

Security threats

### 43%

Natural disasters

### 43%

Country risk rating

### 34%

Civil unrest

## 1/3

Travel managers who say they don't know how long it would take to confirm every employee's safety in an incident<sup>8</sup>

Business beyond borders doesn't have to be chaotic. **SAP Concur** can help you gain visibility and control of your worldwide employee spend and compliance, and manage duty of care.

**Learn more about SAP Concur global expansion solutions.**

### Sources

<sup>1</sup> GBTA, 2015

<sup>2</sup> Wharton, *Business Simplification*, 2015

<sup>3</sup> GBTA, *Lost in Translation: Changing Landscape, Familiar Challenges*, August 2018

<sup>4</sup> Ibid.

<sup>5</sup> VAT.IT internal data, March 2018

<sup>6</sup> Thomson Reuters, 2016 Q3

<sup>7</sup> Ipsos, *Travel Risk Perceptions 2017 Survey*

<sup>8</sup> GBTA, *Lost in Translation: Changing Landscape, Familiar Challenges*, August 2018

**SAP Concur**

SAP Concur is the world's leading provider of integrated travel, expense, and invoice management solutions, driven by a relentless pursuit to simplify and automate these everyday processes. With SAP Concur, a top-rated app guides employees through every trip, charges are effortlessly populated into expense reports, and invoice approvals are automated. By integrating near real-time data and using AI to audit 100% of transactions, businesses can see exactly what they're spending without worrying about blind spots in the budget. SAP Concur eliminates yesterday's tedious tasks, makes today's work easier, and helps businesses run at their best every day. Learn more at [concur.com](http://concur.com) or the SAP Concur [blog](#).