

Concur helps Roy Castle Lung Cancer Foundation expand

Automating their expenses through Concur has dropped the Roy Castle Lung Cancer Foundation finance team's workload by 75%, helped them track costs, and improved mileage claim efficiency.

About Roy Castle Lung Cancer Foundation

Roy Castle Lung Cancer Foundation is a national charity with its head office based in Liverpool. They work to defeat lung cancer in the UK by funding research – which is of huge importance since only 6.7% of cancer research funding focuses on lung cancer despite it being the UK's biggest cancer killer. They also provide patient support and smoking cessation services.

Their strategy over the next few years is to increase its research funding to £2 million per year and expand fundraising activities nationally.

“Our checking is minimal now because it's done by the managers and it's in the system, so we can do it in half a day. One and a half days have been saved per month by the finance team.”

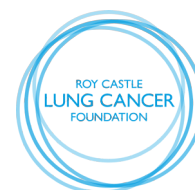
Karen Golden, Head of Finance, Roy Castle Lung Cancer Foundation

Why they decided to automate

Karen Golden, Head of Finance, says, “We came to Concur because we had a manual process using Excel spreadsheets which was very time-consuming. We had the risk that policies weren't adhered to internally, or on the HMRC side. It was a problem on the admin side and if we're expanding we want to control expenses and make sure they're transparent, particularly if we have people working remotely.”

We realised it would save us time – hence, money

“As a relatively small charity we're also concerned about the costs – we don't have the funds to invest in large, expensive systems. We researched a couple of options and once we saw Concur in action we realised we could afford it, and it would save us time – hence, money.”



Company Name:

Roy Castle Lung Cancer Foundation

Solutions

Concur® Standard Expense

Industry

Charity

Company Size

100 employees

Location

UK

Why Concur?

- Transparency
- Time-savings
- Reporting
- Compliance with HMRC

“The managers who approve expenses can actually query them – which we couldn’t do in the past because it was so paper-based.”

Karen Golden, Head of Finance, Roy Castle Lung Cancer Foundation

Overcoming change management and training concerns

“I’ve worked on systems and implementation before and my initial concern was the training. It requires change management. We were also worried we wouldn’t have the required IT skills with our staff,” said Karen. “But things are going really well. What I found great with Concur is that the demos and training materials and information on how to roll it out is available. We didn’t have to re-create it. We just downloaded and edited it. Now that we’ve run the training and people are on the system they realise it’s just like online shopping, and they’re fine.”

Benefits of using Concur

It’s very user friendly, from an administration side as well. We can set up and change user details and their limits. Plus, the managers who approve expenses can actually query them – which we couldn’t do in the past because it was so paper-based. What Concur also did for us is create a bespoke download to upload Concur information into Sage, so we didn’t have to do that ourselves. It was above and beyond, really.”

The value of information

“What I’m interested in looking at in the future is the management reporting side. That’s where the value will really be for us – getting information out, analysing it, and understanding what’s going on. For example, we’ve already started noticing a difference between the routes in Google maps and what our employees are claiming. We’ve shown them how to change the route, and this has actually encouraged them to use the shorter route.”

