



SAP Concur 

SAP Concur Sabio UK Case Study | EXTERNAL

Concur Expense | Concur Travel

Sabio Streamlines Its Travel Booking with Corporate Traveller and SAP Concur

Quick Facts

Company Name

Sabio

Solutions

- Concur® Expense
- Concur® Travel

Industry

Telecommunications

Company Size

500 Employees

Location

Head office in London with offices worldwide

Why SAP Concur?

Sabio was using several different systems for travel and expense across its business, many of which were complex and required training to use. As a company that was growing rapidly, it was keen to move to a single, easy-to-use system that would improve visibility and reduce training requirements.

ABOUT SABIO

Sabio helps organisations with their digital engagement strategies by providing customer experience solutions from customer journey mapping and user experience design to technical deployment, ongoing support and engagement analytics.



A Disjointed Travel and Expense Setup

As a rapidly growing business, Sabio was keen to maximise efficiency and streamline operations. One area where change was needed was **corporate travel**. Different parts of the business were using different systems, which made getting a complete picture of travel spend difficult. The systems were often difficult to use without training too, which was a problem with so many new people joining the company.

Sabio wanted to partner with a travel management company so it would benefit from preferential travel rates and have the support of an expert partner. It also wanted access to a single online system that would allow employees to book and **manage their travel and expenses online**. Because multiple systems were already creating an issue for the business, Sabio was keen to find a single partner that could provide both elements.

After a competitive tender process, Sabio chose to partner with Corporate Traveller, a travel management company that works with over 1,400 companies across the UK.¹ Corporate Traveller is an SAP Concur TMC Elite Partner, which meant the online element Sabio was keen to embrace would come as part of the package.

“SAP Concur’s online support team have been really helpful too. We’ve had lots of online chats just to get quick answers on how people can do things. If there are issues with anything, it’s quick and simple to get feedback and **help and support.**”

– Lea Duchemin, Account Manager, Corporate Traveller

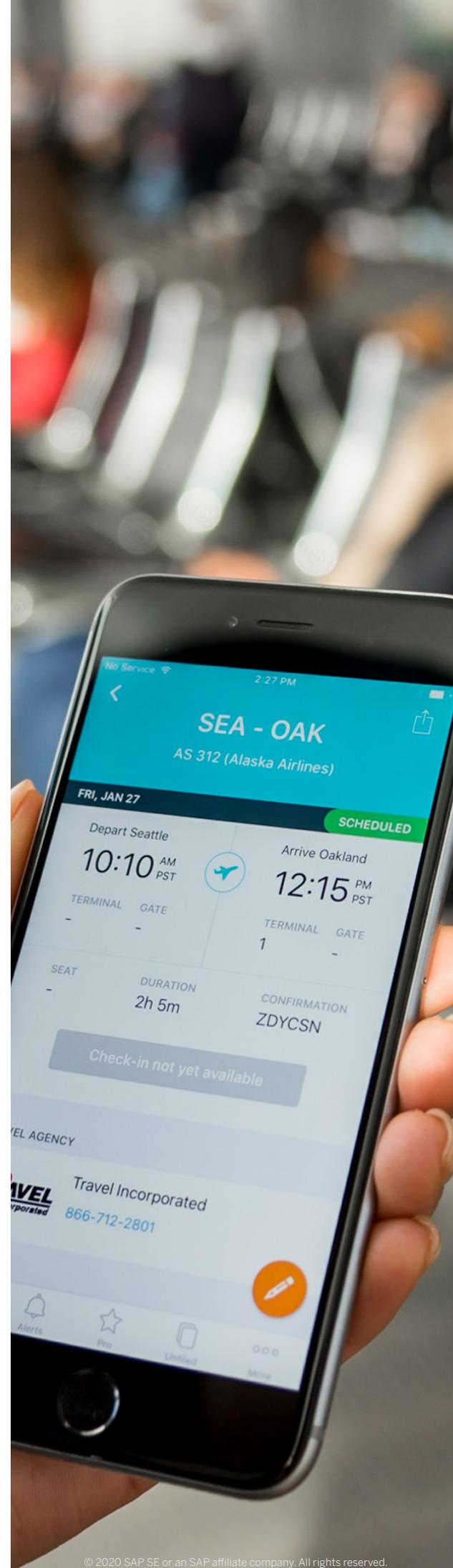
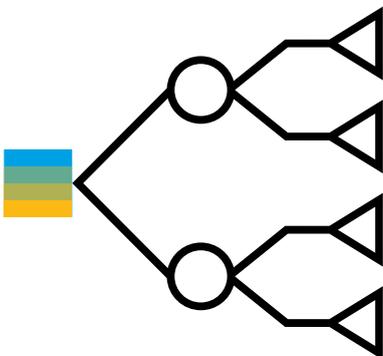
A Well-Planned Implementation

Sabio was keen for the online system to be people's first port of call, with the experts at Corporate Traveller providing back-up only for the most complicated booking requirements. To support this aim, Sabio wanted to roll out the new system in full from day one and to drive for the highest possible adoption rate. This meant implementation had to be particularly carefully planned to minimise any teething troubles when the system went live. Emma Cowan, Management Accountant, who oversaw the process, highlighted three key areas that were important.

She said: "When we first launched it, everything was already set up exactly how we wanted it, which made it a lot easier for us to then make small changes going forward."

A pilot programme with a few key users helped to flag up any potential issues. Emma said that seeing the questions those early users had was helpful when user guides were being put together, because it meant they could be based on real experiences.

Finally, Sabio put a single-sign-on system in place to remove as many barriers as possible to booking online.



A Travel and Expense System That Delivers a **Wealth of Benefits**

Partnering with Corporate Traveller and using SAP Concur has given Sabio all the benefits it wanted and more. The system is much easier to use than the systems the company had in place before. Emma commented: “As soon as people used SAP Concur once, they were more than happy with it. I know people really like the Concur Mobile App because they can just take a photo of the receipts and it all just flows through. They also appreciate little things like notifications that let you know that your flight has been delayed or cancelled, for example, that just make the physical process of travelling a bit easier.”

The ease of use also means training is no longer the issue it was. “The fact that the staff have found it so easy to use is definitely a big bonus for us because we don’t have to constantly train people.”

The improved visibility and joined up nature of the system is helping the finance team control costs much more effectively. Emma particularly highlights the value of being able to tag travel and expense items with project codes so they can be billed directly to the client concerned.

“The systems are giving us much better day-to-day visibility, which has helped us monitor our costs and what we bill to clients.”

Duty of Care has improved too. Lea Duchemin, Account Manager at Corporate Traveller said: “Like many growing companies, Sabio was increasingly aware of its duty of care. The bigger the company is the harder it is to keep track of where everyone is. With Corporate Traveller and SAP Concur, this is taken care of.”

The backup and support Sabio has from Corporate Traveller and SAP Concur is a bonus for Emma.

“Lea and Tom at Corporate Traveller have been great at helping us when we acquire a new business and have to add them onto the system. It’s a big task, especially when we need to change policies, but they’ve always been very helpful.

“SAP Concur’s online support team have been really helpful too. We’ve had lots of online chats just to get quick answers on how people can do things. If there are issues with anything, it’s quick and simple to get feedback and help and support.”



A Business **Seeing the Benefits** of Online Booking and a TMC

Overall, Sabio is seeing considerable benefits from working with a travel management company and migrating to an online system.

Adoption rates of SAP Concur currently sit at 93%, which is comfortably above industry averages. And at the last count, Corporate Traveller was saving the company 15% on its air spend.

Emma concluded: “Everyone in the business is very pleased with the system.”



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– Emma Cowan, Management Accountant, Sabio

CORPORATE TRAVELLER

Corporate Traveller specialises in creating travel management programs and collaborative partnerships with companies in the SME space. We work with over 1,400 companies nationwide and can help streamline travel for your business with dedicated travel experts, seamless technology and demonstrated savings through our global travel network.

ABOUT 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.co.uk or at the SAP Concur [blog](#).

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