



SAP Concur Case Study | EXTERNAL
SAP Concur Expense | SAP Concur Audit

Transport company saves \$400K a year thanks to improved compliance with SAP Concur Expense

Increased visibility and control streamlines expense process for leading infrastructure services company.

Quick Facts

Solutions

- Concur Expense
- Consultative Intelligence
- Service Administration
- Audit

Industry

Infrastructure design and support

Company Size

19,000 employees

Location

UK

Why SAP Concur?

The company had a need for more proactive control of expense spend, improved user experience, better knowledge of expense policy and a reduction in reimbursement times. Also, it is an existing SAP user and its parent company runs SAP Concur and speaks very highly of it.

ABOUT THE COMPANY

The company designs, builds, and maintains infrastructure and services. Its main contracts involve rail, roads, utilities, airports, and waste treatment. It provides facilities management for workplaces, hospitals, prisons, and military housing and also supports justice services by escorting prisoners.

Non-compliance led to fraudulent expense claims

As a subsidiary of a leading European infrastructure and municipal services provider, it used to deal with **3,800 expense claims** a month, using an on-premise solution that was 10 years old. The expenses process was far from ideal as employees had to be located in a company office to access the system; claims did not provide sufficient detail and only 10 per cent of them were audited.

“Even on the 10 per cent audited there were quite a lot of fraudulent claims and it was difficult to actually get the receipts for the audit,” says the PMO and Business Improvement Lead. “A lot of people would just not send the receipts in, so it became very difficult to audit and control that spend.”

The company had no detailed visibility of the overall spend and did not know if it complied with company policy. Reimbursement times were long because approvals took approximately 20 days and audits were conducted after payment, so any errors had to be subsequently corrected through the payroll.

“We might have claims described as dinner, but we did not know exactly what was being claimed. For all we knew, it could have been bottles of champagne. **It was a nightmare.**”

PMO and Business Improvement Lead, Transport Infrastructure Company

The transport company conducted a successful six-week trial of SAP Concur Expense with 400 employees before rolling it out to the whole company. It has implemented the Audit service where a team of SAP specialists validate claims against receipts and company policy. It also uses the reporting services delivered by Consultative Intelligence and the technical support provided by Service Administration. With SAP Concur support, integration with existing systems was trouble free.

Now, employee claims go straight to audit before they are seen for approval by the appropriate people manager. Only after this step do they go to the payroll processing team for payment.

Increased efficiency and decreased cost audit and approval times have been reduced from 20 days to just nine days. The company has also introduced a monthly expense payment procedure which has reduced the number of individual claims processed within the month – from 3,800 down to no more than 2,000 claims. Despite having introduced a new control step, reimbursement times have been cut by over 50 per cent.

“When we first started claims were in the 3,800 region but what Concur has enabled is from a policy perspective, we have been able to implement our monthly claims in a much better way,” says a representative.

The equivalent workload of two full time employees has been saved by automating processes, they have been redeployed on analysing data, conducting further audits and understanding how the policy can be improved with extra checks.

Most importantly, using SAP Concur Expense to impose greater control of expense compliance has saved the company \$400K over the past year.

“The saving has been achieved because we have tightened up on miscellaneous items so employees now have to adhere to the limits we have put in,” explains the PMO and Business Improvement Lead. “Also, we are making sure that people state their routes from A to B so they are not over-stating their mileage figures. The result is that they are much smaller than they used to be.”

“Using SAP Concur has transformed how we operate our expenses function and actually enables our people to fully understand our policies. It has been our **first step into a cloud-based solution** which aids our way forward for any future developments.”

PMO and Business Improvement Lead, Transport Infrastructure Company.

“This is completely down to the improved visibility and control we have over the whole process, thanks to SAP Concur. We have gone from a situation where we did not see all the receipts and people managers would not necessarily have seen the receipts, to one where it is instilled into claimants that they must be compliant.”

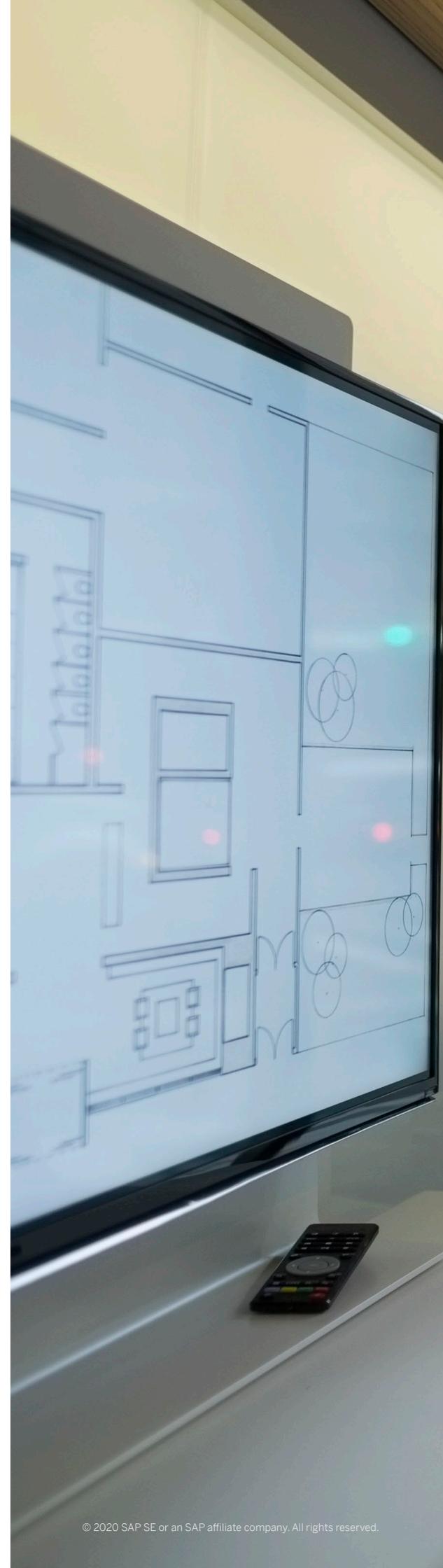
The improved reporting enabled by SAP Concur means the company's finance team can see what is going on with expenditure at a much more granular level. More sub-sections have been introduced under the miscellaneous expenditure heading and they underline instances of non-compliance with company policy.

Working with SAP Concur has also given it an introduction into cloud-based solutions – an area where it previously had a lot of hesitation.

The PMO and Business Improvement Lead concludes: “We are currently evaluating the benefits of SAP Concur, and these are very positive. Now we will be exploring other SAP Concur modules such as Company Bill Statements, which controls the use of purchasing cards (P-cards).”

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.com or at the SAP Concur [blog](#).



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