SAP Concur [C·]

SAP Concur apetito UK Case Study | EXTERNAL

apetito UK Utilises SAP Concur to Streamline its Invoice Process

THE BEST RUN [SAP]

Quick Facts

Company Name

apetito UK

Solutions

- Concur® Invoice
- Concur® Expense
- Concur® Intelligence
- Service Admin
- User Support Desk
- Policy Audit
- ExpenseIT Pro
- Expense Pay
- Purchase Request for Invoice

Industry

Food

Company Size

£130m revenues (UK)
1,200 employees

Headquarters

Trowbridge, UK

Why SAP Concur?

- Mobile app to record and process business purchases on the move
- Intuitive and easy-to-use solution without extensive employee training
- Accurate information simplifies administration and business planning
- Prompt payment for suppliers to avoid late payment fees or penalties
- Service administration and support desk to ensure solutions run smoothly

ABOUT APETITO UK

apetito UK is the UK's leading food producer for the health and social care sector. German owned, but based in Wiltshire, UK, the group serves customers across the UK, Germany, Spain, the Netherlands, and Canada. apetito UK is also the parent company of Wiltshire Farm Foods, the UK's premier home-delivery service for frozen ready-made meals.

apetito UK works through a large network of franchise operators in the UK. Revenues in the UK for 2018 were approximately £130m.

Wanting to embrace new technology to manage data more effectively, apetito UK worked with SAP Concur to simplfiy its invoicing process. Now, the successful implemention of Concur Invoice supports a more efficient and agile approach to finances.
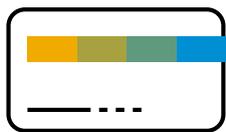
apetito UK's primary focus is food, but it is a business that is increasingly concerned with data. It makes 63,000 deliveries each year, with delivery drivers covering 12,000 routes per year. To optimise its services, apetito must analyse of a huge amount of data.

"We're pushing digital across the business," says Nick Swallow, Senior Project Systems

Accountant. "We have a new analytics team and a new DevOps team, and we see a real opportunity to use data to our benefit."

The business wants to be more agile. To do this, it needs to be easier to spot financial trends so important decisions can be made faster. As part of this, apetito UK wanted to create a purchase-to-pay system, enabling individuals to make purchasing decisions efficiently, within company spending guidelines.

"We want employees to be doing their jobs, running the business, and not be slowed down by bureaucracy," says Swallow. "If IT needs a new piece of hardware, or Marketing needs to launch a new campaign, they shouldn't be slowed down by a 10-step procurement process."

"Concur Invoice allows teams to get on with their day jobs. The line manager can approve from anywhere, via a mobile device. It allows for thorough auditable cost control whilst ensuring suppliers get their invoices processed promptly."

Nick Swallow, Senior Project Systems Accountant

Efficient Procurement Processes Support Business Agility

apetito UK was already using Concur© Expense to improve its expense management process. Through a trusted partnership with SAP Concur, Concur© Invoice now also helps apetito UK to streamline purchase requests and automate invoice approvals. It identifies inaccurate and duplicate invoices before they are paid and establishes a simple two-stage approval process that doesn't slow the business down.

apetito UK has used Concur Invoice since August 2018. All employees have access to a Concur Invoice account, and there are 300 regular users. Swallow says the SAP Concur solution delivers the control, traceability, and agility they were looking for: "It allows teams to get on with their day jobs."

Employees can now make a request-to-purchase through their Concur Invoice account, with an approval request sent to their line manager. "The line manager can then approve, from anywhere, via a mobile device, with a full view of the purchase," Swallow explains. "They know the individuals involved, and how much they have to spend. It doesn't hold up the business."

This agility does not sacrifice control. Each department has clear monthly budgets, high-cost invoices still need senior manager approval, and analysis of weekly and monthly spending helps to inform future budgets.
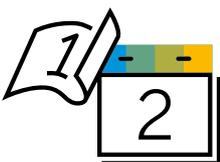
"This business is highly diligent at the month end," says Swallow. "We go into the figures in huge detail, and with Concur Invoice we have clarity around procurement."

Concur Invoice creates predefined reports and dashboards to provide a comprehensive view into spending for more informed decisions and better control over cash flow. "We can also tailor our own P2P trigger reports to understand where all invoices are in the payment process and can update relevant users and management."

In addition, it significantly reduces the time and resource spent on processing supplier invoices through an automated solution.

"This is a large organisation but with a family feel. What has been most encouraging is the way Concur Invoice has been adopted by employees," Swallow says. "Users can clearly see the benefit.

"We're pragmatic. This is a business that has a huge impact on people's lives; lots of caring people work here. The SAP Concur solution allows teams to get on with their job."

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Nick Swallow, Senior Project Systems Accountant

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 the SAP Concur blog.

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