

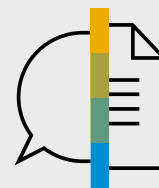
# Implementation

Every implementation is unique, and we'll take the time to synchronise ourselves with your specific requirements. We have lots of best practice knowledge which we'll share during our meetings – plus there are some frequently asked questions we can help with now.

## Is There A Standard Methodology?

While each project is slightly different, here's an outline of the methodology we recommend following:

- 1. Getting started:** Establish the project team, gather requirements, and attend the on-boarding call.
- 2. Requirements and analysis:** Attend the project strategy session to establish requirements and finalise the project plan.
- 3. Configurations review and validation:** Set-up of interfaces, carry out project team training, and deliver a confirmed final configuration.
- 4. Deployment:** Carry out end-user training, prepare the production environment, and then carry out the Go-Live.
- 5. Transition:** Complete transition to SAP® Concur® client support.



For a fully detailed explanation of exactly what to expect from a SAP Concur implementation, including roles and responsibilities, project structure and timeframes, download our [Implementation Guide](#).



## What's my role in the implementation?

Your team will need to provide requirements, build any special integrations and test out your site. You'll be partnered with a SAP Concur team who will help get everything up and running. They'll also train you as a SAP Concur administrator and help develop a rollout and communications plan.



### How long will the implementation take?

It is hard to say as it depends on a lot of factors. We'll work as a team to make sure your project plan suits your requirements and readiness.



### Who needs to be involved?

We'll help make sure you've involved the right people. Usually, you will always want a strong Executive Sponsor, someone from IT, and someone from Finance. You may also want to involve HR, Procurement, and your Travel Manager.

## WHO DO I CONTACT IF I NEED HELP?

We want your implementation to be a success and for you to see great returns on your investment in SAP Concur. That's why we've got a range of support options available throughout the duration of your implementation.

### Key SAP Concur points of contact

We'll build a team around your unique configuration, but every implementation will have a SAP Concur Implementation Project Manager (IPM), who will be your main point of contact and manage the implementation from our end.

### Will there be help for training my employees?

Most organisations choose to train their own employees. Our [Deployment Toolkit](#) is a great place to start – or the 'Training' PDF we supplied along with this one. We also offer ongoing technical support from SAP Concur's [User Support Desk](#), which you can discuss this with your Client Engagement Executive or your IPM.

### Who do I contact if there is an issue after implementation?

For any technical difficulties, reach out to Customer Support via phone, online chat ([on Concur Support](#)). For customers with Service Administration, creating a case for Consulting may be a good option. For any business-related questions or anything else, reach out to our Client Development team.

Whatever is waiting around the bend, SAP Concur are here to support you on your journey.