SAP Concur

Welcome Pack I EXTERNAL

Concur® Intelligence: Let's Get You Started

Congratulations. You're on the way to continued business innovation with Concur Intelligence.

Let's consolidate your data and create one simple, easy-to-access picture of your spend.

Service | Workflow | Results | Consultative

You're in Safe Hands with SAP Concur Solutions

Our service will help you to better understand your spend in today's complex environment with its multiple spend categories and payment methods. You'll gain actionable insights and benefit from:

Intuitive user experiences

You'll have accurate and relevant information at your fingertips in an intuitive format, built into the SAP Concur tools you use already.

Watch spend, as it happens

Our connected platform collects and presents data from SAP Concur products to create a single view of employee and company spend.

Tailored for your team

Our reports are clear and simple. Access data in different ways, tailored especially for administrators, managers and department heads.

Getting Ready to Launch Successfully

One of our consultants will be in touch to onboard you, discuss your goals, show you around the reporting tool and share tips to help you get started on your journey. Our service is offered in two versions:

Concur Intelligence

Our standard product gives you self-service reporting and provides you with:

- 180 x standard reports, dashboards and premium dashboards
- 10 x Professional Author, 20 x Business Author and 40 x Consumer Licenses
- Access to Report Studio, our Advanced Report authoring tool
- The ability to run and email reports automatically along with Bursting functionality
- Expert support – with cases handled by our Analytics team

Check out this interactive tool which walks you through our top 10 reports.

Consultative Intelligence

You get all the features of Concur Intelligence plus a set of extra capabilities:

- Designated reporting consultants at your disposal
- Consultation, report and dashboard development and customisation
- Reporting strategy, reporting maintenance and troubleshooting
- Tailored training based around your needs and pain points
- Data insights, personal advisory expertise and a knowledge sharing SharePoint with documentation & market specific reports

Click the **Consultative tab** above for more details.

How Our Service Works, at a Glance

Concur Intelligence is built into the SAP Concur platform and is accessible to both employees with a license and those with BI Manager access, via the Reporting Tab. Here's what happens once the service is up and running:

Gathering key data

The Intelligence service collects and synthesises the data from all of your SAP Concur products.

Displaying your spend

It creates a single, consolidated and clear view of your entire employee and company spend.

Showing key insights

Intuitive dashboards and reports put vital spend data at your fingertips – so you can take action if needed.

Sending alerts

You can decide how to be notified about reports – by scheduled alerts or triggers based on spend activity.

Thank You

With Concur Intelligence, you can spend less time tracking down spend data – and focus more on the key decisions and activities that will enhance your business.

Essential Contacts if You Need Us

Ongoing support

Got a question or need advice? Just ask your SAP Concur Client Engagement Executive.

Systems issues

Check out the support tab to raise a case and/or ask your Service Coordinator.

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Deciding What to Examine: It's Your Choice

At the outset, it's good to define your reporting strategy – and establish what's most important to you.

Greater transparency

Maybe your managers need accurate data to make decisions? Perhaps you want to be more prepared for internal and external audits?

Tighter control

Do you want a better idea of what's being spent, when, and by whom? Perhaps you'd like to check that negotiated rates with vendors are being honoured?

Readiness for change

In times of rapid change, maybe you want systems that will adjust to support your policy changes, user needs, and revised strategic priorities?

Concur Intelligence can provide the reports you need in these scenarios and many others.

Many organisations find **staying on top of business spend** a huge challenge as the "pile" of data has become too large and disparate to gain any effective insights from. Data comes in from all directions and unless its funnelled into a holistic end to end solution like SAP Concur, how can you make strategic decisions and uncover hidden spend?

Your Workflow: How to Use Our Service Effectively

Here's what you can do to get the most out of the service and support your spend strategy.

1 **Customise your reports**

With the Intelligence service, you can filter, group, sort and edit your information so it's customised for your organisation.

2 **Drive engagement**

Easy-to-digest data and charts make it simple to share key insights with your executives and managers – to get their attention and drive engagement.

3 **Find vital answers**

You can start to find those elusive answers to questions around business decisions, return on investment and any potential misuse of spending.

Find out how DAS UK Group (DAS), the UK's leading legal expenses insurer, uses SAP Concur to save time, cut costs, and streamline finance operations.

Learn more

Take Your Reporting Expertise to the Next Level

Access training right away

We offer training videos and guides to help your team to develop its skills. Advanced instructor-led Hands-On Report Authoring courses can be requested via your Account Manager.

Discover what's possible

Access our helpful free webinar. Within just 15 minutes, you'll explore the top five reports that will provide visibility into your business environment.

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Seeing the Big Picture – Viewing the Results

Getting the right reports at the right time can provide the data-driven insights you need.

Six reports to drive your business goals

Once you've entered the Intelligence portal, simple select the "Intelligence – Standard Reports" folder in the Public Folders tab to see a whole host of pre-existing reports to help increase efficiency.

Report 1

Expense Accrual

View outstanding liabilities, helping you better forecast future payments. Also identify excess spend by individual or spend type.

Report 2

Unassigned Transactions

Identify employees who need reminders or training on how to assign charges associated with their account into an expense report.

Report 3

Workflow Cycle Times

Find out how long it takes managers to issue approvals, so you can identify bottlenecks or inefficiencies in your workflow.

Report 4

Workflow Aging

Discover how much of your cash is spoken for by future reimbursement and vendor invoice payments.

Report 5

Top Spend by Vendor

Spot opportunities to negotiate discounts or steer employees towards more cost-effective alternatives.

Report 6

Mobile Metrics

View adoption levels of the SAP Concur mobile app so you can identify employees who need additional training.

To find out how these six reports can help you and your staff improve efficiency and maximise your organisation's performance download our eBook Data-Driven Efficiency - Six SAP Concur Reports to Help You Optimise Spend Management.

Read now

Achieving a Strong Return on Investment

Concur Intelligence can help you to make best use of limited funds.

Achieve savings

- Increase corporate-card rebates.
- Eliminate delinquent credit card payments and late fees.
- Reduce the costs of your highest expense lines.

Enforce policies

- Ensure compliance with expense and regulatory policies.
- Detect unused discounts, unnecessary spending and potential fraud.

Sharpen strategy

- Monitor vendor spend and identify negotiation opportunities.
- Implement processes that encourage more cost-efficient purchases.

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Consultative Intelligence from Our Experts

Adding Consultative Intelligence to your toolkit means you can blend the in-depth knowledge of your own team with the perspective of experienced consultants. We'll provide:

Reporting assistance

A designated Reporting Consultant will be there to support you through every stage of your business evolution.

Strategy development

We'll explore your goals and help you to maximise data usage across your enterprise so you see the greatest ROI.

Custom reports

You'll gain powerful insights, enabling you to reduce complexity, manage spend more proactively and address market specific needs.

Let's Drive Up Performance Together

You can improve outcomes, leveraging our value-added reports – and years of experience across sectors.

Hidden costs uncovered

We know precisely where to go hunting for savings – in places where others may not have looked.

Insights – the way you want

We'll deliver results via reports and dashboards, tailored specifically for your company and its objectives.

Sharper decision-making

We'll build a proactive partnership, rooted in best-practice and capable of making powerful strategic decisions.

You'll Get an Extensive Service, Every Step of the Way

Consultative Intelligence comes with outstanding service.

We stand ready to help

We are your frontline for all data and analytics questions. Working together, you'll develop an ongoing relationship with a designated SAP Concur expert.

Proactive consultation

Your designated consultant will use a direct and targeted approach to proactively address immediate business priorities and actual business objectives.

Round the clock support

Day or night, you can submit support cases with our online portal to address problems whilst you're on the go.

Did you know?

We provide support in multiple languages, including English, French, German, Spanish and Italian as well as providing country-specific insights.

Watch this video to find out more about how Consultative Intelligence can help you make faster, more informed business decisions.

Watch now

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