



CASE STUDY: CONSUMER

Global retail and consumer products company choses SAP® Concur®

QUICK STATS

- Well over 10,000 stores in 25+ countries

KINETIC ENTERPRISE PILLARS

Intelligent	✓
Clean	✓
Inclusive	✓
Responsive	✓

THE ISSUE

An on-premise travel and expense solution with major flaws: Complicated reporting that made it difficult for managers to understand impact on budget; an unfriendly look and feel; limited mobile capabilities meant employees struggled to submit expenses in a timely way, despite the addition of an in-house built app.

THE SOLUTION

Working with Deloitte, the organization upgraded their current on-premise instance of SAP T&E to a modern cloud-based solution. Enabled by SAP Concur, upwards of 150,000 users around the world – tens of thousands who travel regularly – have a platform that delivers better usability, maintenance, and superior performance, plus frictionless mobile capabilities.

RISE WITH SAP

- Business Process Intelligence
- SAP Business Network
- SAP Business Technology Platform ✓
- Tools and Services ✓
- SAP S/4HANA Cloud
- Cloud infrastructure by choice ✓

SAP TECHNOLOGIES LEVERAGED

- SAP Concur

THE IMPACT

- Much-improved user experience
- Personalized expense-type to reduce confusion
- Error messages by line item
- Reduced back end manual work
- Improved reporting and auditing

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