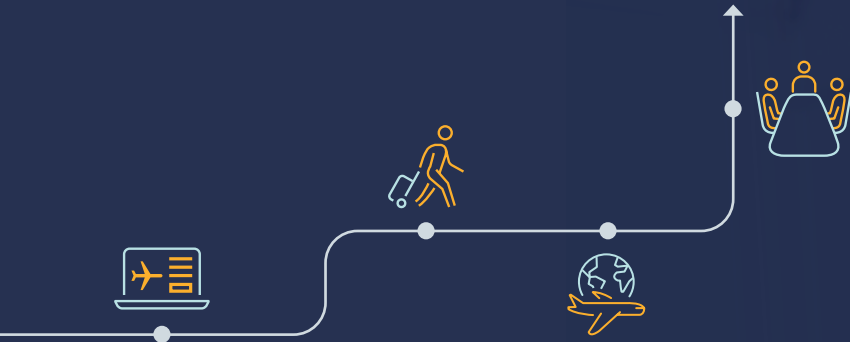


# SAP CONCUR BENEFITS PEOPLE AND PROCESSES

Most important functional components.  
Customisable to your company.



KPS

SAP Concur  
Partner

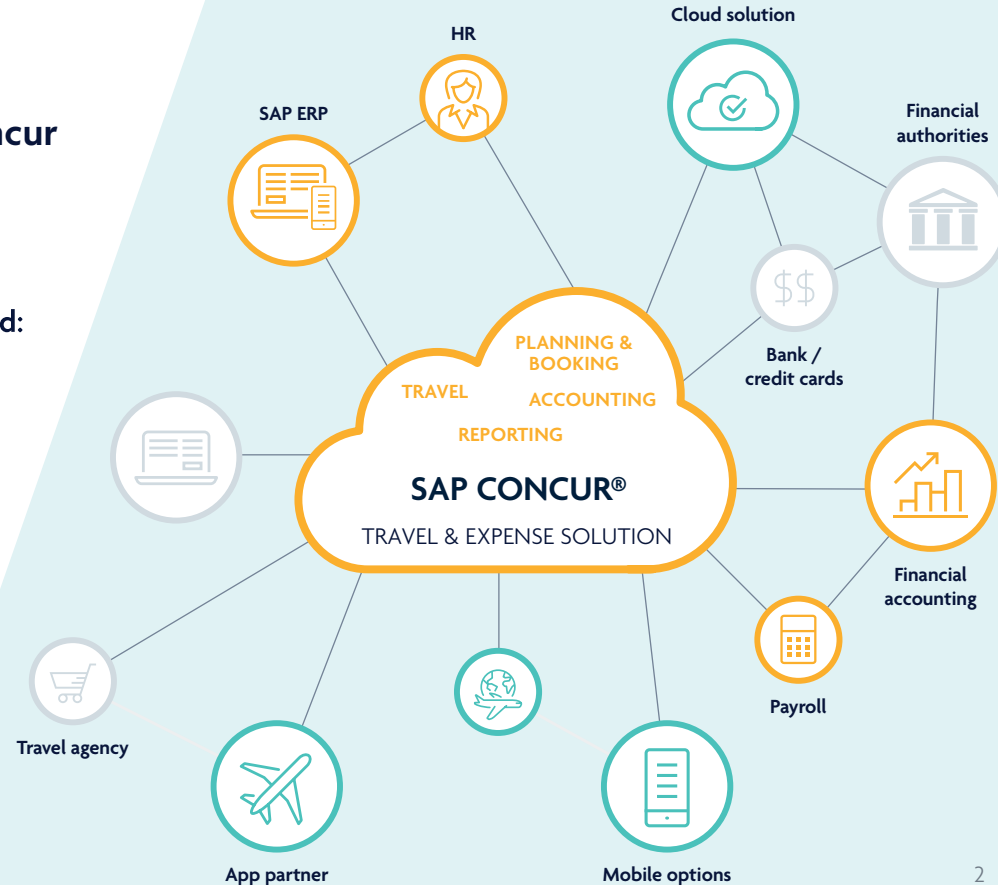


## Highly Flexible and Transparent: Travel Expense Management with SAP Concur

**Freedom of movement and convenience when traveling, efficiency and transparency on the back end: SAP Concur benefits people and processes alike in the modern enterprise.**

Starting with the request, through approval and planning, to booking and settlement, the integrated platform digitises and connects all processes around the end-to-end management of business travel. The intelligent analysis and evaluation of expenses ensures maximum transparency.

Thanks to a highly flexible system architecture, SAP Concur can adapt to any deployment environment as needed. KPS supports you in optimally exploiting the platform's transformative potential.



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**REQUEST****Concur Request**

is the module that manages the request and travel approval process. Even before a binding booking is made, this ensures that a business trip is carried out in compliance with guidelines and that no avoidable costs are incurred.

**BOOKING****Concur Travel**

is the tool for centralised management of all business travel bookings. Having all data continuously in view means more convenience for travelers and more security and control for their colleagues on the back end.

**TripLink**

provides the connection to external companies such as Airbnb, Uber or Sixt. Travelers can make their bookings with partners as they normally would, and the tool transfers all booking data into the Concur system.

**EXPENSE YOUR TRANSACTIONS****Concur Expense and Expenseit**

is at the heart of the platform and manages all expenses associated with business travel. The tool captures expenses from all sources and assigns them to the correct cost centers. To submit the data to the system, business travelers can simply photograph their receipts on the go. Concur Expense provides back-end staff with analytics that enable detailed reporting.

**AppCenter**

is the collection point for partner and third-party applications that make travel more relaxed and convenient.

**EVALUATION**

Connection to SAP ERP and many other systems such as DATEV etc.

**Intelligence**

generates the added value that SAP Concur provides for competitive business development. The tool correlates travel, expense, billing, and credit card data and increases the quality and reliability of expense management through combined analytics. The intelligent analyses enable forward-looking optimisation of business processes.

## Effective and future-proof: Digital Transformation with SAP Concur

SAP Concur owes its superior performance to its precisely tuned end-to-end functionality and ability to interact with the ERP system.

Organisations benefit from a resilient solution that

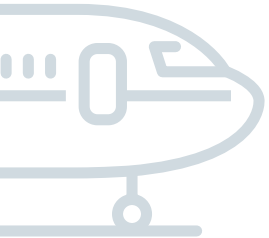
- **saves time and money**
- **conserves resources**
- **improves employee satisfaction**
- **increases process efficiency**
- **and creates the highest level of transparency with intelligent features.**

The automation of travel expense management with SAP Concur is one of the most effective measures of digital transformation in future-oriented companies. Increased productivity, improved compliance and a comprehensive overview of all relevant business processes are effects of expense management that ensures the highest possible stability in competition.

## Innovative and globally recognised: Global leader in expense management

**Over 55.4 million business travelers from more than 43,000 companies are using SAP Concur and benefit from its comprehensive features.**

The analysts of Gartner, but also the reviews on the peer-to-peer platform g2 prove the outstanding position in the international competition.



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To take full advantage of its capabilities, companies need to optimally integrate SAP Concur into their IT infrastructure. However, it is precisely the flexibility of the system that makes this task particularly complex. The individual adaptation to the target environment requires professional know-how and experience.

The experts at KPS can draw on the profound technical and transformation expertise that enables a precisely tailored implementation of SAP Concur in the shortest possible time.

**Instant Transformation is an innovative process that combines best practices and context-dependent customizing to provide individual solutions.**

## Implementation failures:

# The biggest mistakes and how to avoid them

### How to successfully elevate SAP Concur into your organisation and get the most out of it.

Digital transformation is ... keep going until you hit hard rock, then rush to install software that fixes all your problems overnight. Unfortunately, many companies still take this rocky road. But there are much more uncomplicated, efficient, and intelligent ways to achieve success.

**Learn how forward-thinking digitisation works and how to smoothly elevate SAP Concur travel and expense management software into your company's ecosystem.**





## It's high time for digitisation. For good reason.

In the year three after the start of the Corona pandemic, companies don't need to look far for reasons to digitise at a brisk pace.

**Volatile global competition, the digital reality of life for the upcoming generations Y and Z and unexpected global events such as the pandemic crisis, which pose new challenges, are convincing arguments for stepping up the pace and resolutely tackling transformation processes.**



## Digital transformation only works in an integrative way

How well digital transformation succeeds depends on how deeply it works. Isolated software systems, introduced in isolation where there is the greatest need, cannot reliably compensate for technological deficits – no matter how powerful they are. **What is needed are holistic solutions that integrate strategies, processes and technologies and adapt them to individual requirements.** This also applies without reservation to the use of SAP Concur travel and expense management software. It only plays to its full strengths where it is firmly anchored in the company's infrastructure.



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## Experienced transformation enablers are critical to successful digitisation

To play to their full strengths, highly flexible and powerful solutions like SAP Concur must integrate optimally into the individual deployment environment. How well the integration succeeds depends on the strategic and technological expertise that guides the implementation. The lower the level of expertise, the higher the risk of error and failure to meet hoped-for performance goals, despite outstanding technical capabilities. **To avoid stumbling blocks and successfully implement their digitisation plans, companies should therefore secure the knowledge of experienced integration partners in good time.**

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## Common sources of **errors** and how to **avoid** them

Regardless of industry and size, the sources of errors that hinder companies on their transformation journey are the same.



“  
*If you just upgrade your CME system but keep the old processes, you'll never leverage the strengths of SAP Concur. But if implemented correctly, the software can bring comprehensive change and outstanding efficiency gains to your business.*  
”

**Martin August Pedersen**, Head of SAP Concur  
Sales & Business Development at KPS



## Outsmart the gridlock: Think holistically from the start

**When a digitisation project produces only disappointing results, in many cases it's due to half-hearted implementation and poor integration.**

The realisation that a system like SAP Concur can only work optimally as part of a holistic transformation matures based on knowledge and experience – important resources that are often not (yet) available in the project planning and implementation phase, but which determine the project outcome from the very beginning.

**KPS is a strong integration partner that competently accompanies companies in all phases of digitisation, efficiently transfers know-how and averts problems caused by knowledge gaps in good time.** This involves productive sensitisation that enables companies to optimally map out the transformation context so that strategies, processes, action patterns and technologies mesh smoothly.





## Don't just spend money. Invest it

Companies often shy away from taking the big leap in digitisation projects because they fear the time and money involved. Yet it is precisely the supposedly economical minimal solutions that demand a learning curve when they are no longer up to the task sooner rather than later. Necessary expansions, conversions and restructuring then increase efforts and costs even more.



The digitisation experts from KPS are not afraid to confront clients with the unvarnished truth. After all, it's not about scoring sympathy points. Rather, the goal of those responsible at KPS is to achieve the best possible progress for the client's company. And this can only succeed if a realistic starting point is found. It makes it possible to invest in line with requirements in a future-proof infrastructure that precisely meets specific requirements and provides a reliable basis for flexible growth.

This applies even more to internationally active companies with a heterogeneous environment that includes many employees and must comply with different legal requirements.





## Don't lose too much time.

Nevertheless, this comprehensive process takes little time because KPS has a great deal of experience thanks to many international projects. The many specific requirements of different countries are known, documented and immediately accessible. **This enables KPS to pursue its initial release strategy, which means that the SAP Concur platform can be delivered 95% pre-configured to suit the company.** Because the technical configuration of the system does not consume a lot of time, even more time is left to train the use of the system on the company side and to carry out all integrative measures.

**Thanks to Initial Release from KPS, even an internationally active company can roll out SAP Concur worldwide within a short time frame.**

KPS





## Not challenging but encouraging employees.

Doubts about employee acceptance and reservations about supposedly lengthy training measures are also among the reasons that keep companies from taking thoroughgoing digitisation measures. As with all aspects of digitisation, however, the same applies here: It all depends on how it is implemented.

**The motivation and willingness to learn of employees is determined by the skills of those responsible for the project and their ability to bring everyone along with them on the path of transformation.**

With extensive skills and in-depth experience, integration experts from KPS design straightforward transformation paths that are viable for all employees. **Intensive but manageable workshops have a motivating effect rather than an exhaustive one and prepare everyone involved for the changes to come in advance of implementation.** The learning challenge is combined with the insight into the positive effect, so that an open-minded attitude toward the new can develop.



## What to consider before digitisation?

If you are planning a digitisation project with SAP Concur in your company, five premises will help you embark on a **successful transformation path**.

1

Before implementing SAP Concur, question your company's **procedures** and **processes**, as well as the way it **communicates** and **collaborates**. Identify the weak points in your daily routines and check the future viability of the processes, especially regarding changing country and / or tax requirements.

2

Realise that **sustainable digitisation projects** require more than the simple installation of software. Rather, align your plans and expectations from the outset to include **process optimisation** and **strategic adjustments** in the transformation. This is the only way you can really realise the efficiency gains you are aiming for.

3

Secure the **support of an experienced integration partner** who has outstanding **process expertise** and can reliably accompany you through all phases of the digitisation project.

4

Get a **comprehensive insight** into the **processes** of the implementation phase in advance. **And let us show you the benefits of integrating SAP Concur.**

**And finally: Put KPS to the test as an enabling partner and let our competent and experienced experts guide you on the right transformation path.**



## Digital Transformation

# More than just a superficial change

**“Keep it simple” is always a good advice. In the everyday world of digital transformation, its relevance remains unchallenged, but should be taken with a grain of salt.** Experience shows: Digitisation measures without context and technological changes without a plan miss their targets in most cases and are the most frequent causes of failed transformation projects.

The fact that particularly powerful software systems suffer most from integration errors only seems contradictory at first glance. The dangers that lurk especially during the introduction of versatile and highly flexible platforms are easy to understand on closer inspection. **To understand them, we need only look at the most common mistakes companies can make when implementing SAP Concur travel and expense management software.**



## Holistic action

### Digital transformation means change

Change means a fundamental change of character. Superficial cosmetics are not enough; the treatment must get under the skin. It is worth emphasizing this again and again, because companies that avoid this realisation are particularly susceptible to implementation errors.

**To avoid the risk of error, serious transformation requires holistic action. Buying expensive software and installing it in a hurry will not suffice. If the measure cannot work optimally in an unfavorable environment, the money is not invested sensibly, but simply wasted.**

In most cases, only process optimisation within the framework of in-depth change management creates the necessary conditions for the success of a digitisation project. This applies to the implementation of SAP Concur just as it does to the introduction of any other cutting-edge technology.

**With KPS at their side, companies can draw on the know-how and experience that are indispensable for comprehensive, swift, and future-proof transformation measures.**





## Strategic rationality and continuous commitment: Our strategy as key to project success

Digital transformation requires a high degree of strategic common sense. Without intelligently chosen staffing that brings in broad-based knowledge, the implementation of high-performance software systems such as SAP Concur cannot be accomplished. This is especially true for solutions in an international context. When companies operate globally and want to roll out SAP Concur across countries, centralised project management is critical, but not sufficient.

- Business Project Manager
- IT Project Manager/IT Business Partner
- Process Owner T&E
- Subject Matter Experts within Finance/HR/Tax/Payroll

are indispensable members of the team responsible for overall project success.

KPS

In addition, the participation of experienced employees in the foreign subsidiaries is essential. **The steering group urgently relies on their country-specific know-how and their presence on site.** The continuous availability of all those involved is essential.

The success of the transformation project depends on the continuous, rather than sporadic, focus of the project participants. **Believing that software platforms such as SAP Concur can be implemented on the side, as it were, and only at half power, is one of the common mistakes that literally cost money.**



## Find the right balance between individualisation and standardisation

**Creating the optimal balance between individualisation and standardisation is one of the greatest challenges for international project teams.**

**On the one hand**, regulatory requirements demand individual solutions in many cases. Separate receipt formats, special features in the reporting of value-added tax, or special requirements in the preparation of tax reports are among the aspects of travel expense management that require a country-specific approach.

**On the other hand**, there is the requirement for the greatest possible standardisation, which is one of the most important prerequisites for optimizing process efficiency.



“*The more a company’s sphere of activity branches out internationally, the higher the risk of either getting lost in an exuberant diversity of variants or completely losing sight of important special cases.*”



## How to deal with variant diversity and specifications

**The more a company's sphere of activity branches out internationally, the higher the risk of either getting lost in an exuberant diversity of variants or completely losing sight of important special cases. A transformation project with SAP Concur must therefore focus on implementing variants as much as necessary, but as little as possible.**

The most effective way to quickly build a powerful system is perfect preparation. KPS gathered specific knowledge about the requirements of each country based on many international projects. This knowledge is available for immediate retrieval.



Documented requirements profiles for each country enable KPS to deliver the SAP Concur system suitable for each country in no time – with a pre-configuration level of 95 percent! By taking tax and company law requirements into account at an early stage, KPS ensures that the implementation does not get bogged down at any point.

**This initial release strategy saves companies a lot of valuable time right from the start, which leaves even more room for the most important things: customisation and intensive training of the application on the client side.**

## How to deal with variant diversity and specifications



### Physical receipts validation

No need to hand in receipts with expense reports, no need to store them



### Receipt types in Concur

Tax receipt, receipt, no receipt



### Allowance

Mileage may be a requirement, or per diems



### Back-Office

Each employee has a Corporate Credit Card



### Contry Topics

SAP Concur offers a taxable split of costs. Travel allowance & Mileage information to the Payroll system

## Integration and data quality: Prerequisites for the successful implementation of SAP Concur

SAP Concur is one of the modern software platforms that integrates versatily into its deployment environment and interacts with business applications. **It is the access to HR master data in the ERP system that enables the efficient automation of travel expense management.** However, the quality of the data also plays a crucial role in ensuring that the booking, accounting, and monitoring routines run smoothly.

**SAP Concur makes HR data quality problems immediately visible and acknowledges them with limitations in functionality. To prevent this, data cleansing is essential – before, not during, the implementation of the new platform.**

**The assumption that a corrective intervention in data storage while the transformation is still underway is a fallacy that can cost a lot of time and money.** This will not happen if companies seek the advice of experienced integration experts in good time.





## Efficient implementation and rapid onboarding: How to get off to a fast start

### The particularly lean and efficient process

- dispenses with sprawling theory and instead moves swiftly to practice,
- relies on early user contact with the software,
- uses the training phase at the interface to determine the need for process optimisation and functional enhancements in direct contact with the platform,
- takes all stakeholders along the transformation path and ensures that no one is left behind,
- spares employees a lengthy training marathon and instead offers ten intensive online workshops, each lasting just 2.5 hours,
- starts the workshops at the very beginning of the transformation process, thus ensuring optimal preparation for the real world,
- ensures the economical use of resources with a pragmatic approach.





## Premises for your transformation project

If you're planning to automate and transform your expense management with SAP Concur, proven best practices will help you best prepare for implementation:

1

Formulate clear transformation goals and stay fully committed to them throughout the implementation. Find the optimal balance between user experience and compliance for your organisation.

2

Aim for an early release with globally valid templates without getting lost in the details of local requirements.

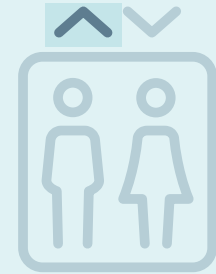
3

Support proactive action and encourage all stakeholders to bring their thoughts or concerns to the steering group in a timely manner.

4

Realise the key role of data and ensure high data quality in good time.





You can use the premises to prepare the safe ground for the implementation of your transformation project. The digitisation experts at KPS will show you how to achieve the highest possible return on your project.

**5**

Start interface testing as soon as possible to prevent commissioning delays.

**6**

Ensure adequate and sustained human resources are available.

**7**

Fill all roles that are important for successful project implementation and implement decisions consistently once they have been made.

**8**

Consider that in an international environment there are always country-specific requirements that need to be implemented beyond the central functionality.

**9**

Realise that the rollout of SAP Concur will affect nearly everyone in the organisation and can only be sustainable as part of a comprehensive change management effort.

## Contact us

**As complex as the introduction of SAP Concur may seem at first glance: With competent support, there is no need to fear a lengthy and expensive transformation process.**

KPS has developed a solution approach for integrating the platform that precisely meets the individual requirements of the deployment environment and has proven itself many times over.



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