

Successfully Implementing T&E Globally



Agenda



- **Rollout Strategies**
- **Lessons Learnt from Customer Projects**
- **Implementation Top Tips**

Rollout Strategies

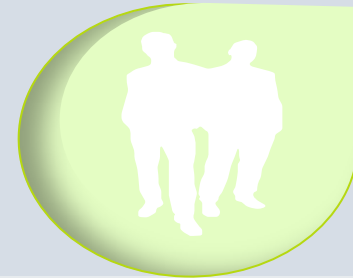


- SaaS rollouts are often quicker and more technically focused than previous experiences of comparable on premise T&E solutions

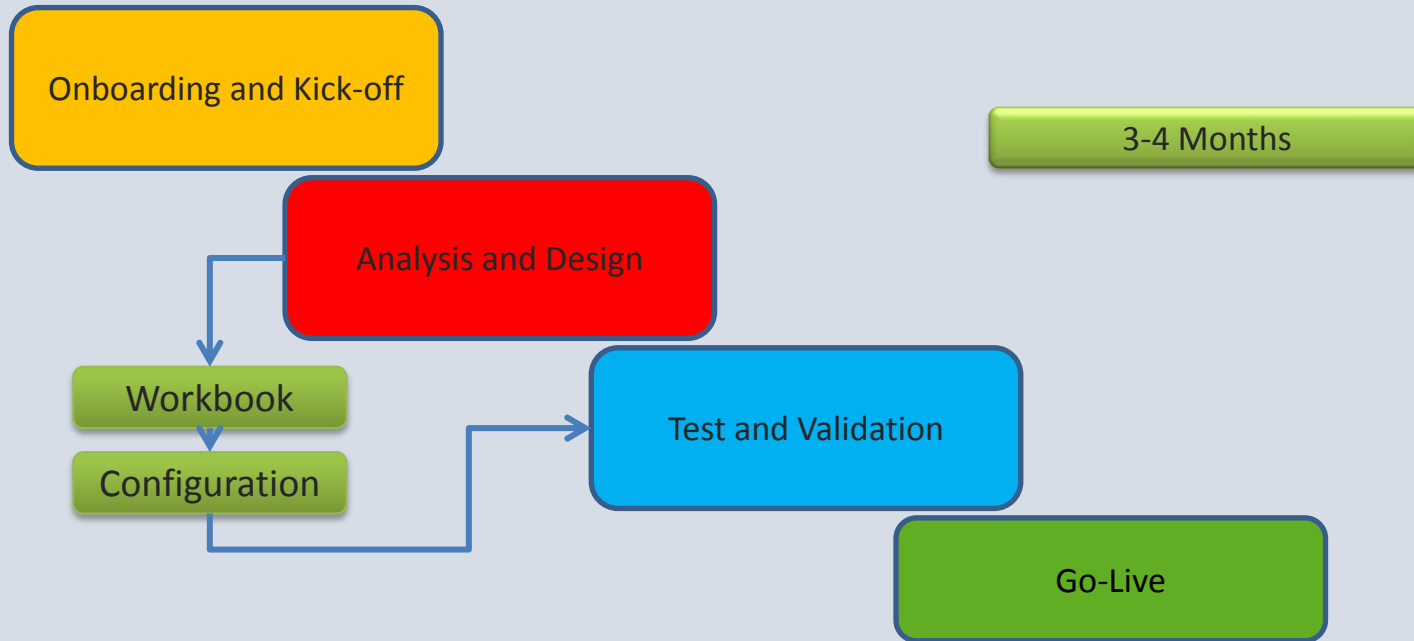


- Side projects such as new TMC implementations, Company Card rollouts and Concur to ERP system interfaces running in parallel create further projects pressures

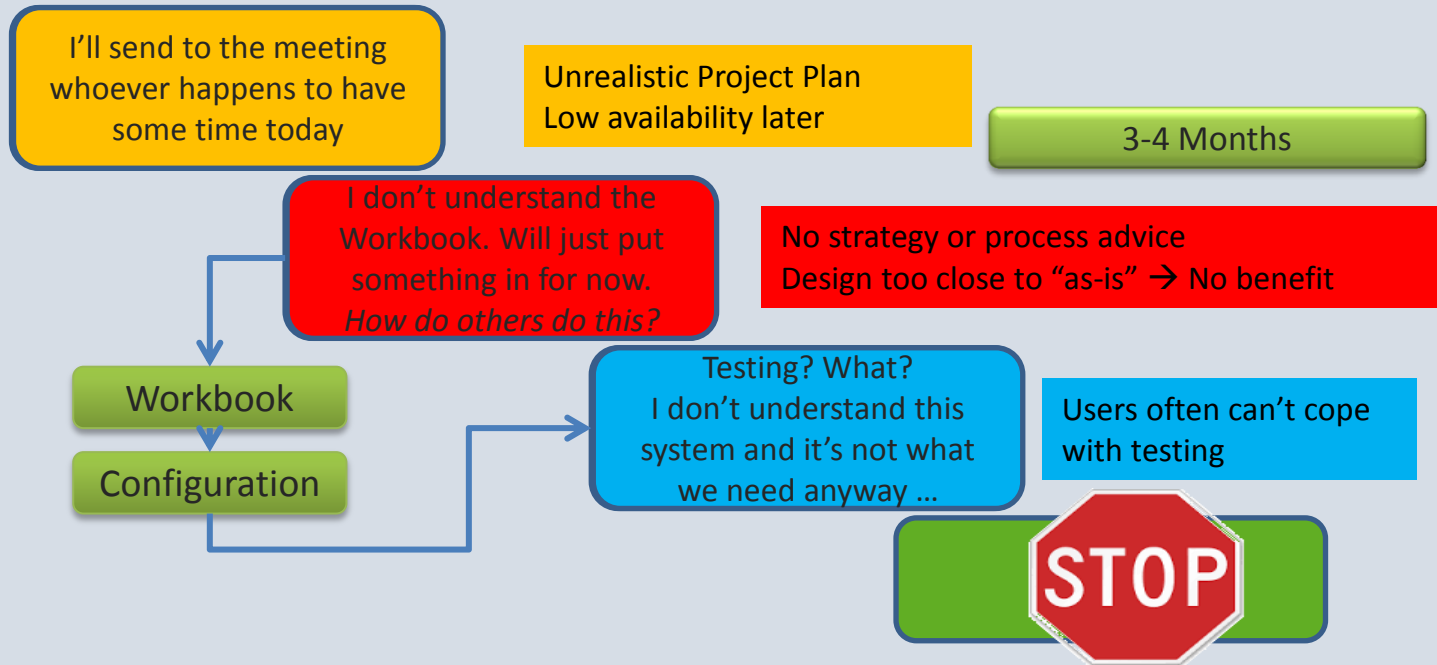
- Implementation support partners to support your implementation and leverage additional benefits during, and after, go live



Standard Concur Project Plan



What Often Happens in the Real World



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- Implementation Top Tips

Customer Project Experience: ITC Industry



Process Scope:

- Travel booking w. Workflow
- Expense w. Workflow
- Analytics
- Audit service

Employee Scope:

- 1500 employees
- 9 countries
- Plus contractors
- Plus candidate expenses

Time:

- “Executive deadline”
- 12 weeks to first bookings
- 13 weeks to first postings
- 15 weeks to interface automation

Context:

- Change TMC 1 week into project
- Integrate SAP FI/CO and Cloud HCM
- Rollout corporate card programme
- Re-launch project stuck in very early stage

Stakeholders



Whom Should the Process Serve?



Workforce

- Empowerment, where possible
- Support, where needed
- Efficient Admin Process
- → Motivation to make the right decision for the organisation



Travel Team / Procurement

- Set Constraints
- Provide Help
- Monitor and Intervene
- Analyse and Optimise



Expenses / Accounting

- Reduce Admin work
- Paperless
- Compliance
- Analyse and Optimise

Project Challenges

Contract

- Does your legal team understand the SaaS-Model?
- How is the subscription fee calculated?
- Concur is not always easy to deal with during contract stage

Scope

- So much more than SAP Travel Management

Project speed

- Can your team keep up?

Letting go

- Empowering employees
- When are approvals really needed?

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Success Factors

Scope

- Clear definition aiming at added value

Planning & Resources

- Plan all stages realistically considering “side projects”
- You may need extra help e.g. testing, translations, training, reporting

Project Management

- Escalate early, if implementation team doesn't deliver your requirements
- Train key users and testers properly

Post-Go-Live Support

- You need “advanced configuration training” for full access

Implementation Tips: Scope

- Your current SAP Travel Management Scope is a bad starting point
 - Focus in SAP purely on admin aspects
 - You should focus on savings, business value, intelligence, and empowerment instead
 - Concur Expense without Travel leaves many synergies untapped
 - Consider additional services such as:
 - Audit Service
 - VAT reclaim
 - Triplt and Expenselt apps
 - Messaging (duty of care)
 - Expense billing
 - Etc.



Which Trips to Include



Implementation Tips: Project Management



- Don't underestimate resource requirements
 - Concur covers the purely technical deployment only
 - This probably doesn't cover what you are used to from SAP implementation partners
 - You may need extra resources for:
 - Review of your process, policy, and reporting needs
 - Communication
 - Contract negotiations
 - Training
 - Test support
- Technical implementation can be very quick ...
 - ... however: don't leave the people behind



7 Key Points to Take Home

- Customers often misunderstand what they get from the Concur implementation team and what they need to do themselves

Leave enough time for contract negotiation with Concur

The business case for Concur is made up of process efficiency, direct savings, and added value

Don't focus on back office only. To create real business value, make Travel & Expense a great service for your mobile workforce.

Integration with third-party apps and services enhance the traveller experience *and* make the process more efficient

There are a lot of new features in 2016 that make Concur much more attractive for European customers

Where to Find More Information (cont.)

- Request a demo via remote session for European Customers:
 - www.iprocon.de/concur-demo/?lang=en
- Concur groups on LinkedIn
 - www.linkedin.com/groups/3760755
 - General Concur Client User Group
 - www.linkedin.com/groups/8188198
 - Group for SAP and Concur

Questions?



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