SAP Concur Government Solutions Update
AAPA Briefing

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Agenda

- Trends/priorities & challenges in the industry
- SAP Concur’s public sector product portfolio
- How SAP Concur helps with the priorities and challenges
Industry trends, priorities & challenges

- Ports timeless mission, to protect the community, promote and develop commerce, and the efficient movement of people and goods through their region.
- Many Ports are handcuffed with technical debt from legacy systems
- Ports are struggling with an ever-increasing speed of change:
  - Adaption of new approaches like open source, cloud, Software-as-a Service (SaaS) and agile methodologies
  - Embracing of Artificial Intelligence, Machine Learning, Internet of Things and Blockchain
  - Security of everything
- Ports have to adopt new paradigms in their business model and processes:
  - Technology enabled changes to aging business models
  - Legislation and regulation changes are difficult but required
  - Mobile, Mobile, Mobile
Today’s Top Digital Trends

**Your employees have a direct impact on all of them.**

Ports will look toward innovation through automation instead of just “keeping the lights on”

Insights and data analysis is evolving from a tedious process to one that through automation provides real-time data for both agencies and the citizen’s the serve.

To meet better citizen services, and reduce costly platforms, Ports begin to shift focus to cloud and “as-a-service” technology.

IDC reports that more than 70% of the workforce will be mobile by 2025. This will require streamlined process and policies at all levels of government.

Ports will need to establish strong protocols to protect citizen data; especially with a mobile workforce where data is mobile.
Employee Initiated Spend

**Employee Initiated Spend** - Any purchase an employee makes on behalf of an organization that is not managed by a purchase-order process, including procurement cards as well as travel-related and business expenses. Not only do these antiquated processes delay payments, but they are also difficult to track, prone to errors and vulnerable to abuse.

Employee initiated expense is the **second largest controllable expense** in most state and local organizations after payroll. It’s also one of the most difficult to control because agencies often lack much insight into the process.

One of the biggest challenges agencies of all shapes and sizes face is the ability to find a solution that **integrates every step in processing an employee initiated expense** to improve transparency, reduce fraud, increase compliance and ultimately avoid unnecessary costs.*

Source: SAP Concur GovLoop 2017 Research Brief: *Modernizing The Tracking of State & Local Employee Initiated Spend*
Managing employee-initiated spend

- Expense
- Invoice

- Budget
- Dashboards

- Integrations
- Digitization, Taxes, Regulations
SAP Concur: End-to-end insight and control for employee-initiated spend

**Scalable and Secure**
- End-to-end seamless and connected platform that scales as needs evolve to support the complete spend picture working across all devices and architectures
- Deliver security and confidence to include ISO, PCI DSS, Sarbanes Oxley, FISMA, FIPS 140-2 and 508 compliance.

**Beyond Automation**
- Unites spend data and processes into a single, seamless solution that streamlines workflow and creates audit transparency
- Gain deep visibility into spending and actionable insights that help improve compliance and internal controls, mitigating risk of fraud, waste and abuse
- Effectively manage employee-initiated spend by redirecting costs, analyze and benchmark trends and behaviors, and enforce policy while supporting an efficient and consumer-like user experience

**Open Platform**
- Connects Ports and organizations with data from suppliers, vendors and payment solutions, while integrating with multiple ERP, and HR and finance systems, reducing implementation risks and improving the connectivity of data
- Connect to a growing set of secure plug-and-play applications and services that integrate, leverage and extend SAP Concur capabilities
One Secure, Cloud-based Platform that Scales with Your Business

Cloud-based services from SAP Concur make managing travel and spend simple, so organizations can focus on what matters most. See our connected products and services.

Core products

- **Concur® Travel**
  Book travel, increase compliance and monitor spending

- **Concur® Expense**
  Concur integrates all your expense data, so you can manage spending wherever, whenever it happens

- **Concur® Invoice**
  Connect invoice data in a single system with all of your organization’s employee-initiated spend, so you can track and manage cash flow down to the penny

Extended services—Products

- **Budget**
  Budget makes budgets visible, actionable and near real-time for managers and budget owners, leading to better-quality spending decisions and greater fiscal control.

- **Intelligence**
  Leverage reporting tools and dashboards to highlight insights that drive better decisions

- **TripLink**
  TripLink captures reservations and brings them into Concur-plus users enjoy added perks like TripIt Pro

- **Concur® Locate**
  Locate and communicate with any employee, anywhere to keep them safe and to provide assistance

- **Expenselt Pro**
  Employees simply take a photo of a receipt and Expenselt Pro automatically creates and categorizes expenses

- **Partner Apps**
  Connect to applications and services that improve spend management and the traveler experience

- **Concur® Request**
  Manage expenses before they occur, eliminate unnecessary spend and ensure greater policy compliance

- **Company Bill Statements**
  Automate the purchase card process from employee purchase to general ledger integration

- **Central Reconciliation**
  Reconcile centrally billed accounts improving accuracy and reducing administrative costs

- **Payment Solutions**
  Automatically pay employees, corporate cards and vendors, enabling your people to focus on growth

- **Concur Hipmunk™**
  Designed for companies that aren’t ready for a fully-managed travel program with a TMC, Concur Hipmunk simplifies everything from booking to expense reports

- **Concur® Drive**
  Integrated into the Concur app, Concur Drive uses GPS technology to allow travelers to accurately log and report distance, provide “receipts” for mileage, and flow directly into expense reports

Extended services—Service based

- **Audit Service**
  Ensure compliance of employees expenses through validation against your organization’s travel and expense policies

- **User Support Desk**
  Provide your users with support directly from Concur and free yourself up for more strategic tasks

- **Administration Support**
  Helping administrators with best practice guidance, configuration recommendations and coaching when needed

- **Integration Services**
  Integrate with Concur using prebuilt integrations, custom extracts, or Web Services to build your own application connector

- **Invoice Capture**
  Concur captures data from invoices in all formats and validates the data captured prior to approval and payment.

- **Consultative Intelligence & Analytics**
  Our experts focus on getting the right data to the right audience at the right time to drive better business decisions

- **Concur® Detect**
  Artificial Intelligence for real-time analysis of expense reports based on your policy; assigns risk ratings, so administrators or Concur Auditors can take action

Take a virtual trip at concur.com/connectedjourney to see how our connected partner app ecosystem transforms travel and spend management.
Solution Analysis: Management of Employee Initiated Spend

Karmeli Cayetano – Port of Seattle
Stephen Fry – Port of Tampa

Challenges
Efficiencies
Adoption
Advice
End to end travel and expense Demonstration

Travel Planning  Travel Approval  Travel Booking & Fulfillment  Expense Reporting  Mobile Expense & Mileage  Expense Approvals  Spend Reporting & Analytics

Travel request  Route for approval  Travel Booking & Fulfillment  Expense Reports  Mobile Expense  Route for approval  Report and analyze
• Visibility into Spend
• Alerts and Notifications for Compliance
• Forecast Expense Allocation
• Configurable rules and workflow
• Integration to Expense
# Booking Travel

**CHICAGO, IL TO HOUSTON, TX**  
**MON, JUL 18 - TUE, JUL 19**

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**Multi-Source Content**  
**Integrated Discounts**  
**Preferred Vendor Highlighting**  
**Policy Enforcement**  
**Unused Ticket Notification**
SAP Concur: Leverage Mobile Platform to create expense reports

- Stay in policy and compliant with enhanced controls
- Capture receipt data in all the right places
- Productivity tools to help you book travel and manage expenses from any device
SAP Concur Expense Reports

- Integration to Request and travel.
- Compliance rules to simplify approval and workflow.
- Mobile Receipt Capture and automated coding
- Automated GSA Per Diem updated daily
- SAP Concur E-Receipts
Solution Analysis: Invoice and Procurement Card Processing

Karmeli Cayetano – Port of Seattle
Stephen Fry – Port of Tampa

Challenges

Experience

Benefits

Impact on Employee Initiated Spend
Procurement Process

- PCard Transactions
- PCard Reconciliation
- PCard Approval
- PCard Analytics

Route for approval

Report and analyze

PCard Transactions

PCard Reconciliation

PCard Approval

PCard Analytics
SAP Concur Procurement Card Processing

- Single Platform for Expense and Statement Processing
- Compliance rules to simplify approval and workflow.
- Integration to Merchant Card data
SAP Concur Procurement Card Processing

- Automated Statements
- Compliance rules to simplify approval and workflow.
- Expense Type and Receipt allocation for ease of reconciliation
Leverage Analytics and Insights to Make Fact-Based Decisions

Dashboards provide simplistic, yet robust, metrics that matter.

Leverage budget triggers to receive data and insights delivered to your inbox.

Compare company-wide spending levels and trends so you can see how each line of business stacks up.

Have more power to negotiate discounts because you’ll have the data that shows exactly what you’re spending with each supplier.
Managing employee-initiated spend to Port Authorities can be simple and easy.

**Visibility, Control & Focus**

Connected travel, expense, and invoice management tools give you a comprehensive view of your employee-driven spend, to understand where you are spending and ensure you see spending in time to do something about it.

**Data + Network**

Our dynamic network connects with more than 180 apps, partners, and suppliers. Spending data is automatically integrated to deliver actionable insights while simplifying travel and expenses for employees.

**Productivity, Compliance & Agility**

Mobile apps and machine learning-powered tools to reduce time spent on expense reporting and travel planning, while at the same time increasing compliance giving you the ability to respond faster to changes and pivot to best outcomes.

**Data = Safety**

Employee safety risks quickly multiply when employees hit the road. Use data to keep employees safe no matter where they are.
Thank You!
Questions? concurar@sap.com
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