

Consulting and Configuration Services

Gain more value and increase efficiency with advanced solution configuration

As organisations implement Concur solutions, they sometimes have questions regarding how to best configure and leverage their solution to resolve multiple business objectives. Concur's Consulting and Configuration Services address virtually any related configuration request.

What are Consulting and Configuration Services?

How can our solution effectively deal with sales and use tax? What configuration can best manage our purchasing card programme? Consulting and Configuration Services answer questions like these while helping clients focus on strengthening compliance to corporate policy and improving employee satisfaction. Advanced configurations will help clients ensure a successful adoption and can:

- Provide the maximum impact for their financial investment
- Ensure the core solution is adapted to the client's implementation and business scenarios
- Provide support using resources with extensive experience and expertise in using Concur solutions

How Does Consulting and Configuration Services Work?

Concur experts meet with clients to structure an appropriate best-practice configuration strategy. The strategy and recommendations cover two general categories:

Custom services

Custom Services bring clients together with solution experts to provide best-practice configuration and process management recommendations that can be incorporated into the scope of service. Examples of possible business topics for configuration reviews and recommendations:

- Change Management
- P-Card
- Tax
- Travel Allowance
- Workflow

Structured offerings

Structured offerings are advanced consulting and configuration services with a defined scope of activity:

Configuration Audit and Analysis: Designed specifically for clients expanding their deployment, maximising custom fields and forms or transitioning from legacy systems.

Multi-Country Deployment: For up to four country deployments within a specific market. Covers all facets of configuration applicable to the country and, if combined with audit and analysis, will include client specific configuration options.

Single Country Deployment: Covers all facets of configuration applicable to the country and (with audit and analysis) will include client specific configuration options.

Consulting and Configuration Services are flexible and tailored to each organisation. Highlights include:

- Optimal configuration options
- Increased ability to manage unique business problems
- Frees up administrative resources
- Client-specific configuration strategy
- Support for single or multiple country deployment

The Benefits

Utilising Consulting and Configuration Services, companies quickly gain greater efficiency and confidence with their Concur solution. The benefits of increasing solution optimisation include:

- Organisations leverage and maximise their technology investment
- An objective look at the client's deployment with the benefit of Concur's experience and knowledge
- Secure access to Concur's expertise with deliverables designed to specifically incorporate knowledge of the client's system, processes and policies
- Assurance that maximum utilisation and best practices are supported

About Concur

Concur is a leading provider of integrated travel and expense management solutions. Concur's adaptable cloud-based and mobile solutions help companies and their employees control costs and save time.

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