Service Administration

Value-added service provides site configuration and modifications during the initial deployment and ongoing usage of Concur solutions

Having chosen Concur to automate your corporate travel booking and expense reporting needs, you appreciate the value Concur solutions provide to your organisation. To take full advantage of your Concur solution it's essential to review and tailor your use of the system to your requirements. Supporting your organisation's unique needs and ongoing changes require resources familiar with your Concur application, and that's where Service Administration can help.

What is Service Administration?

Service Administration helps you manage the specific configuration of your Concur solution – from staying abreast of new features and updates to taking control of day-to-day system maintenance. Service Administration is delivered by an assigned Concur advisor who is familiar with your organisation's travel and expense policies.

How Does Service Administration Work?

The Concur advisor provides ongoing oversight of your Concur solution. The service focuses on assisting with the maintenance of the administrative features within Concur, including:

- Addressing your initial and ongoing needs as your Concur solution is in production or as changes are implemented in production systems
- Recommending best-in-class configurations to optimise compliance, establish user permissions and define compliance rule settings to help identify policy violations
- Maintaining basic system configuration such as activation or deactivation of functionality as required
- Monitoring application processes and jobs to ensure successful completion and compliance, while troubleshooting errors
- Assisting with identifying usage gaps and formulating strategies to ensure maximum deployment
- Reviewing monthly release notes and advising when items will affect your configuration to help you decide which features to activate
- Identifying common user issues and advising how you can educate your users on these issues

How Can Service Administration Help You?

This unique set of ongoing services enables you to optimise your Concur solution through best practices that ensures you're up-to-date on the latest release information. Concur offers Service Administration for clients who may face some of these challenges:

- Resource or skill shortages for periodic and ongoing configuration and administrative duties
- Lack of depth and breadth of solution knowledge to understand implications of configuration choices
- Inexperience to know which choices will be best in a specific environment
- Limited bandwidth to review and activate new features when released

The Benefits

With Service Administration, there is no need for internal personnel to spend time in training or executing system administrative tasks on an ongoing basis. Concur's recommendations for configuration and monitoring of ongoing operations will result in improvements of inefficiencies based upon the application of best practices tailored to your environment.

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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