

Applied Medical Achieves Healthy Time Savings with Concur

About Applied Medical Australia

Applied Medical is a leading manufacturer and provider of medical devices—more than 700 innovative products and a rich pipeline of next generation breakthrough technologies—that enable the advancement of minimally invasive surgery. Nevertheless, the company’s Australian office had a T&E process that was, on the other hand, high touch and high maintenance. “We’re growing so quickly that manual spreadsheets were no longer a viable way to process expense reports,” says Christine French, Administration and Finance Coordinator in the company’s Brisbane, Australia office. “We needed to automate T&E management to save time and reduce user errors.”

“We reduced the time spent processing expense reports by more than 65%. Time-savings was our goal, and Concur has exceeded our expectations.”

Christine French, Administration and Finance Coordinator

“Employees weren’t always careful about entering information on the spreadsheet,” says French, “and I spent a lot of time correcting errors. Our staff spent hours and hours sorting through receipts, matching them to reports, and filing.” French and company stakeholders needed an automated process that was flexible—to support necessary exceptions and changes quickly and easily—and user-friendly, to help employees learn and adjust to the system quickly and painlessly. Time savings for everyone, accounting staff and travellers, was Applied Medical’s highest priority for T&E.

Concur and Applied Medical — Rapid ROI

“We reduced the time spent processing expense reports quickly by two-thirds, but I know we’re going to do even better over the next few months as we get more and more comfortable with the system,” says French. E-receipts have eliminated the time spent tracking down lost receipts and matching



Company Name:

Applied Medical Australia Pty Ltd

Solutions

Concur Expense®
Concur for Mobile®

Industry

Medical devices

Company Size

Applied Medical Global Operations, 2,600
Applied Medical Australia, 60

Location

Brisbane, Australia

Why Concur?

- Time savings
- Accuracy
- Ease of Use
- ROI

them to reports. “Travellers snap a photo, upload it, and it’s gone. There’s no forgetting or the sending of receipts months after the expenses were incurred. Accountability has increased, and receipts are stored in the system and easily accessed at any time.”

Users submit reports on time, which improves cash flow and enables more accurate budgeting. The capability to integrate email communications, receipts, and approvals has streamlined back office processes and improved accuracy. “The ability to look back for T&E data and access it instantly without spending hours reviewing paper files is fantastic,” says French.

“We spent virtually no time training employees in how to use the system or troubleshooting. The solution is user friendly and everyone has picked it up easily.”

Christine French, Administration and Finance Coordinator

Key Benefits

“Concur streamlines a heap of back office processes,” say French. “The single biggest gain for us has been time savings for accounting staff, but there are many other benefits.”

- Applied Medical reduced time spent processing expense reports from 3 full-time days per month to less than 1 full-time day per month.
- The company has virtually eliminated errors in expense reporting.
- Automated integration of report submission, receipts, and the approval process improved accuracy and provided up-to-date data available on demand.
- E-receipts provide employees with a mobile, user-friendly process 24/7. No lost or late receipts.
- The automated process has boosted accountability and ensures timely submission of expense reports.
- No paper to process or store. The finance team now devotes time formerly spent sorting and filing reports, reviewing receipts, and tracking down communications to value-added tasks.

“Support and service prior to, and since implementation, have been exceptional,” says French. “For organisations that have not yet embraced the power of centralised, integrated T&E management, I have only one thing to say—choose Concur.”

