



# Vocus Communications Grows Global Reach and Revenues with Concur

## About Vocus Communications

Vocus Communications, headquartered in Sydney, Australia with offices in Melbourne, Brisbane, Perth, and Auckland, is a leading supplier of data center and high band-width connectivity solutions in Australia and New Zealand. As an award-winning provider of Internet, data center and dark fiber solutions, Vocus is a fast-growing company dedicated to high performance, high availability, highly scalable communications, and exceptional customer service. Launched in 2008, the company is expected to employ over 200 staff in FY15. “We’re growing continuously with new milestones achieved regularly. Given the consistent growth, we needed an automated expense management system with superior scalability and mobility to support our operations,” says Richard Correll, Chief Financial Officer.

“With rapid growth, scalability was key. We wanted a T&E provider that could provide the most innovative and responsive T&E technologies. No other company offered Concur’s degree of flexibility and functionality.”

Richard Correll, Chief Financial Officer

“Integrating cash and credit card expense management was critical,” says Jacqui Smith, Financial Controller. “We wanted seamless general ledger reporting and completely reliable data.” Vocus expects to streamline back office operations, reduce inefficient paper processes, reduce the time spent processing expense reports, and create a central repository for collecting and storing invoices and receipts once fully implemented.

## Concur and Vocus Communications — A Scalable Solution with Multiple Benefits

“Scalability was our primary goal in terms of function,” says Smith, “Unifying credit card and cash expense management was our principal need for T&E data management. We expected to improve the classification and tracking of expenses in order to achieve greater insight and transparency and support improved compliance and control.



### Company Name:

Vocus Communications

### Solutions

Concur Expense®  
Concur for Mobile®

### Industry

Telecommunications

### Company Size

150 employees

### Location

Sydney, Australia

### Why Concur?

- Functionality
- Credit card integration
- Scalability
- Mobility

Reducing duplication of input was important, too, for time savings and to reduce errors. We pride ourselves on high performance, and we knew that every aspect of internal operations should reflect that value.”

Employees have supported the system and managers are pleased to have instant access, 24/7 to up-to-date expense data.

Vocus expects to possess the information necessary to negotiate the best possible rates with travel vendors and suppliers (based on volume, frequency of use, areas of regional concentration). Mobile applications have helped optimise travelers’ time. “Employees use travel downtime to update expense reports,” says Smith. “And productivity and compliance will definitely improve, given ease-of-use and the system’s mobile capabilities.” Vocus also wanted the option to integrate a travel planning and booking function moving forward and is considering integration of Concur Travel in the longer term.

“Our customers demand the highest performing infrastructure, and we expect no less of the vendors who support our work. Concur is a natural fit.”

Richard Correll, Chief Financial Officer

## Key Benefits

“Automating T&E with Concur is a win for everyone,” says Simon Robson, Chief Administration Officer, “Travelers get a system that’s easy to use and benefit from faster reimbursement, and the finance team gets a process that offers improved reporting and total transparency in order to better manage spend.”

- Integrating credit card and cash expense management has optimised general ledger reporting.
- Mobile capabilities have helped eliminate processing and storage of paper, including receipts and communications.
- Automation has supported growth without increasing back-office operations.
- Access to a simple, uniform repository of invoices and receipts has streamlined T&E processes and improved accuracy.
- Customisation of expense reporting has enabled insight into T&E spend and trends.
- A fully automated system and the mobile app have enhanced compliance and control.

“Some of our employees had used Concur solutions in other organisations and their experience was overwhelmingly positive. We were confident that Concur would be an ideal partner.”

Richard Correll, Chief Financial Officer

