



Automation lets rhipe focus on doing business

Implementing Concur to automate expense management and invoicing has improved operational efficiency and productivity for Australian cloud services business as it expands its Asian presence.

About rhipe

rhipe is a cloud channel company listed on the ASX with annual turnover of more than AUD 100 million and offices in Australia, New Zealand, Singapore, Malaysia, Indonesia, Philippines, Thailand and USA. rhipe provides licensing, business development and knowledge services that support service providers, system integrators and software vendors to accelerate the adoption of the cloud by their end customers.

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TV.Satheesan, Business Systems Manager, rhipe

Dynamic business seeks automation and mobility

rhipe is a young and dynamic business operating in a growing and exciting industry. The company has approximately 130 employees spread across eight countries, and conducts business globally with staff geographically dispersed and often travelling for work.

“Automation of workflow process is vital for us to achieve operational efficiency and productivity. Our workforce is also increasingly mobile so it is critical that we provide them with the tools they need to conduct business and complete routine processes – such as expense and



Company Name:

rhipe

Solutions

Concur® Expense

Concur® Expenselt Pro

Concur® Invoice

Industry

Technology

Company Size

130 employees

Location

Australia, New Zealand, Singapore, Malaysia, Indonesia, Philippines, Thailand and USA

Why Concur?

- Automated workflow provides improved efficiency and productivity
- Supports mobility of workforce
- Complete visibility into expenses and invoices at each stage of the cycle
- Greater accuracy in expense reports
- Improved capability to ensure policy compliance and controls

“There are three things we really love about Concur: it’s intuitive, the mobile capability, and the process around expense reporting.”

TV.Satheesan, Business Systems Manager, rhipe

invoice submission and approvals – online anytime, anywhere using any device,” said TV.Satheesan, Business Systems Manager, rhipe.

Prior to implementing Concur, rhipe’s expense management and reporting was cumbersome. Although the company’s guidelines required all expenses to be substantiated by receipt or invoice, the only way to do so was to submit hard-copy receipts and invoices by post or as scanned email attachments.

With employees travelling for work and approving managers often in a different country from their direct reports, the process was not just time consuming but also delayed submission of expenses – with some staff only submitting every three to six months. Delayed submission meant delayed approval and reimbursement, and, at times, that led to staff dissatisfaction.

Delays in submission also meant expenses had to be estimated and accrued in the financials and subsequently reversed when the expense reports were submitted, resulting in unnecessary handling and extra work for accounts payable.

As with expense reporting, the process for submission of invoices at rhipe was also manual, with rhipe’s vendors, suppliers and service providers sending their invoices by post or email. Multiple modes of delivery, combined with a growing volume of invoices, resulted in poor visibility into the status of invoices. When queries arose from functional owners or suppliers about an outstanding invoice, accounts payable was often unable to provide an update.

Once received from suppliers, invoices were sent to the respective approving managers with accounts payable spending on average five to six days a month chasing invoice approvals.

According to Satheesan: “There was no real process

and no flow. We didn’t know what stage of the process the invoices were in and this was very challenging for accounts payable.”

Building a process for efficiency, compliance and predictability

rhipe wanted a solution that would automate the expense management and supplier invoice process. After evaluating a number of options, the company decided to implement Concur Expense, followed by Concur Invoice.

“We chose Concur because of its unique functionality and because it was incredibly user-friendly. The fact that many other organisations had successfully deployed Concur solutions with great results, meant it was tried and tested and therefore we could have faith in any implementation we undertook,” said Satheesan.

The Concur implementation provided an opportunity for rhipe to streamline internal policies and processes. All employees must now submit and approve expenses by the 20th of each month to ensure timely reimbursement, and suppliers must send their invoices electronically to Concur designated email addresses – speeding up invoice processing.

“Previously we had no process around submitting and approving expenses. Now that we have implemented a process, it’s become a discipline and people have been very receptive to the predictability.”

“We conducted various lunch and learn sessions internally to share knowledge on Concur with our employees and we also developed an end-user-guide. This helped employees to feel comfortable and motivated to use Concur for expense reporting. Following implementation, we had 100% adoption by employees using Concur to prepare and submit their expenses,” commented Satheesan.



Using Concur's Expenselt Pro app, rhipe's employees can take a photo of their receipts 'on-the-go' as soon as they incur an expense. Paper receipts have become a thing of the past and the ease with which they can capture their spend data has motivated employees to promptly submit their expenses for approval and reimbursement.

Managers now review receipt images online before approving any expenses submitted by their direct reports, not only improving efficiency in the approval process but also ensuring policy compliance. If an expense does not comply with policy, managers can send the reports back to employees with comments, enabling the report to be re-submitted with changes made.

As approving managers are increasingly mobile, they can use Concur's mobile app to approve expenses, making reporting a seamless and painless process. Since expenses are reported on time and regularly by all employees, rhipe no longer has to estimate, accrue and then reverse spending amounts.

Following electronic submission of invoices by suppliers, invoices are automatically assigned and routed to their respective owners for review and approval. Concur sends automatic email notifications to alert approving managers to approve expenses and invoices that are overdue. Approving managers can view the invoice image to verify details before approval and approved invoices are routed back to

accounts payable automatically, resulting in improved efficiency.

With all invoices in a single system, accounts payable has complete visibility on every invoice. A standard report with a simple modification provides the status of all invoices at every stage of the cycle, completely removing the need for accounts payable to chase up invoice approvals, resulting in significant time savings and allowing accounts payable to focus on what matters most to the business.

"Six days for accounts payable to follow up managers for invoice approvals has been reduced to zero. No human intervention is required and that's had a big impact."

"For a company with \$100 million in revenue, to have accounts payable handled by just one person is pretty amazing and this is directly attributable to the automation provided by Concur," said Satheesan.

Visibility for cost control

Senior management now has complete visibility into expenses by employee, department and country – providing a first step towards better management and control of spending.

"The first step is visibility. Previously we had no clue where expenses were being incurred but reporting allows us to see clearly who is spending how much and on what. You need to have visibility before you can take action," commented Satheesan.

With headcount costs representing a significant proportion of operating expenses for rhipe, the company has leveraged the capabilities of Concur to manage not only expenses and invoices but also to gain complete visibility into headcount.

By activating a custom field on the user profile screen in Concur to capture the date of hire and de-activation for employees, rhipe can track all employee movement such as new hire, leavers and global transfers. This information can be pulled on a monthly basis for board reporting and to provide management with complete visibility into headcount by country, by department, and by business unit, as well as provide insights into

human capital such as staff turnover rate and length of employee service.

“There are three things we really love about Concur: it’s intuitive, the mobile capability, and the process around expense reporting.”

“With minimal training, the organisation embraced Concur and we’ve had excellent feedback following implementation. It’s not just about implementing a new tool, it’s now clear to employees what is their responsibility and that’s resulted in a complete change in staff, manager and company behaviour,” concluded Satheesan.

About Concur

Concur, a part of SAP, is the leading provider of spend management solutions and services in the world, helping companies of all sizes transform the way they manage spend so they can focus on what matters most. Through Concur’s open platform, the entire travel and expense ecosystem of customers, suppliers, and developers can access and extend Concur’s T&E cloud. Concur’s systems adapt to individual employee preferences and scale to meet the needs of companies from small to large.

[Learn more at concur.com.au](https://concur.com.au)

