



SAP Concur 

SAP Concur Case Study | Consumer Products | Nespresso

# Achieving Spend Management Efficiency Gains through Automation

With the company experiencing rapid growth in Australia and New Zealand, digital transformation of Nespresso's expense management processes would bring greater efficiencies and better visibility on employee spend. By automating with Concur Expense, Nespresso's finance team also had more time to focus on strategic tasks.



# Nespresso: Transforming Manual Processes to Keep Pace with Rapid Growth

From its beginning in 1986, Nespresso has redefined and revolutionised the way millions of people enjoy their coffee. It has shaped the global coffee culture, and evolved from being the pioneer and trendsetter for portioned coffee into a worldwide reference. The Nestlé Nespresso company is an autonomous globally managed business of the Nestlé Group. With corporate headquarters in Lausanne, Switzerland, Nespresso is present in over 60 countries and counts over 12,000 employees worldwide.

Nespresso established its ANZ operations ten years ago, and currently has more than 700 employees, 18 retail stores in Australia and five in New Zealand. With both business-to-consumer and business-to-business sales, the company has seen significant growth over the past five years in the region. Relying on manual, paper-based processes to manage employee expenses, Nespresso chose SAP Concur as the solution to automate and improve its expense management systems.



**“We’ve had significant growth in our business in the last five years. We couldn’t have scaled effectively or achieved the level of spending control and compliance we have without Concur.”**

Simone Fitzpatrick, Accounting Operations Manager, Nespresso Australia & Oceania



**13,500**

Employees worldwide, up from 332 in 2000



**100,000+**

Nespresso recycling points



**700+**

Boutiques worldwide



# Scaling Services to Meet Business Growth with **SAP® Concur® Solutions**



## Nespresso Australia & Oceania

Sydney, Australia  
[www.nespresso.com/au](http://www.nespresso.com/au)

## Industry

Consumer Products

## Products and Services

Coffee machines, coffee capsules and accessories

## Employees

700

## Location

Australia and New Zealand

## SAP® Concur Solutions

Concur® Expense  
Policy Audit  
Intelligence

Nespresso deployed Concur Expense and Expense Claim Auditing for a complete, end-to-end digital expense management solution that has brought greater efficiencies to its financial operations, empowering Nespresso to meet the challenges of its rapidly-growing ANZ business.

### Before: Challenges and Opportunities

- Completely manual, paper-based process for corporate card and out-of-pocket staff expenses
- Significant spending levels with a large, frequent travelling sales and management team
- Difficulties in policing and enforcing compliance with travel and expense policies
- A lot of time spent manually entering data, and filing and storing expense claims and receipts

### Why SAP Concur Solutions

- A comprehensive, web-based platform for automating submission, approval and reporting on expenses
- Mobile app allowing expense management process to be accessed by users via smartphone
- Expense Claim Auditing providing an objective review of all expense claims to ensure compliance
- Integration with Nespresso's corporate card provider to pre-populate employee's expense claims

### After: Value-Driven Results

- Finance team able to scale to meet business growth and focus on more strategic tasks
- Greater and more timely visibility into spend, enabling better financial decision-making
- Policy compliance now assured, particularly in the areas of GST, business purpose and receipt matching
- For international travel, employees able to enter in each country's currency, simplifying expense process
- Quicker turnaround of expense claims and staff reimbursements, all completed within the Concur solution
- Employees saving time, using mobile app via smartphone for expense claim process

**“Concur’s Policy Audit is picking up all errors and non-compliant claims in what is a very objective process. It’s resulted in better enforcement of Nespresso’s travel and expense policies, and **much higher levels of compliance** when users first submit their claims.”**

Simone Fitzpatrick, Accounting Operations Manager, Nespresso Australia & Oceania

SAP Concur

# 100%

Compliance with corporate travel and expense policies.

# Improved

Visibility into and control over spend.

# Efficiency

Improvements in operational efficiencies and timeliness in processing expenses.

# 300

Expense claims on average submitted and processed each month.

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