



# Making the world a better place

Aspen Medical has become the world leader in the delivery of healthcare solutions in any setting, particularly those that are remote, challenging and under-resourced. Concur, being a cloud-based system, has helped Aspen Medical operate anywhere that internet is accessible.

## About Aspen Medical

Aspen Medical is a diversified health service provider operating globally around the world.

“We provide everything from a single nurse, to a paramedic, to full surgery capability to aero medical evacuation. We own ambulance companies that deliver ambulance services across entire countries. We’re strong across all sectors including government, humanitarian, defense, oil and gas and resource and we’ve got about 2,500 people that do that on any one day,” says Mr. Bruce Armstrong, CEO.

“We have saved big on time and benefited hugely in compliance. All our policies are better enforced, in all claims, all the time. Now it happens like a breeze.”

Sudeep Acharya, Group Accounting Manager

## Spend management health-check

Prior to Concur, the finance team at Aspen Medical was inundated with paperwork.

“The receipts were coming, they were piling up the claims. We used to send it to their approvers. We had no trackability. Everything was in a constant flux,” says Sudeep Acharya, Group Accounting Manager.

## aspenmedical

### Company Name:

Aspen Medical

### Solutions

Concur® Expense

### Industry

Healthcare Services

### Company Size

2,500 Employees

### Location

Australia

### Why Concur?

- Cloud-based solution
- Improved auditing, tracking and compliance
- Scalability
- Time Savings



Aspen Medical, Concur Client Innovation Award Winner 2015

“Now we’re receiving almost 5 times the expense claims, but the number of people in finance who are administering the claims and the related tasks, have not grown. And we are not spending any more time, we’re actually spending less.”

Sudeep Acharya, Group Accounting Manager

## Positive change

Concur has automated the expense claim management process for Aspen Medical.

“We have saved big on the time which we spend on processing the claims. We have benefited hugely in compliance. We can make it a rule-based approach. All the policies are better enforced, in all the claims, all the time. Now that happens like a breeze.

Also we have achieved a huge amount of auditing and trackability and compliance. It has helped us grow”, says Sudeep Acharya.

Concur was first implemented and tested with 300 employees. “Concur has exactly come at the right time. We tested it and it worked on 300 employees. Then, we didn’t feel any hiccups when we went to 2000 employees. And now, we’re receiving almost

5 times the expense claims which we used to receive, but the number of people in finance who are administering the claims and the related tasks have not grown. But we are not spending any more time, we’re actually spending less” says Sudeep Acharya.

## Saving lives

“Concur being a cloud-based system has helped us operate anywhere that internet is accessible. Last year we had this unprecedented Ebola epidemic and it was nothing like we have seen before.

We were running out of time to save lives. Almost 3 or 4 thousand people were dead. We had to deploy fast. We started sending in nurses and doctors from all over the world and we were constantly feeding data back and forth with our customers. Concur helped us achieve that.” Sudeep Acharya, Group Accounting Manager.

## 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](http://concur.com.au)

