SAP Concur ⟨C⟩

Applied Medical is a leading manufacturer and provider of medical devices

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.

THE BEST RUN **SAP**

Quick Facts

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

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."

"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.

"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

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 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 anytime."

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."
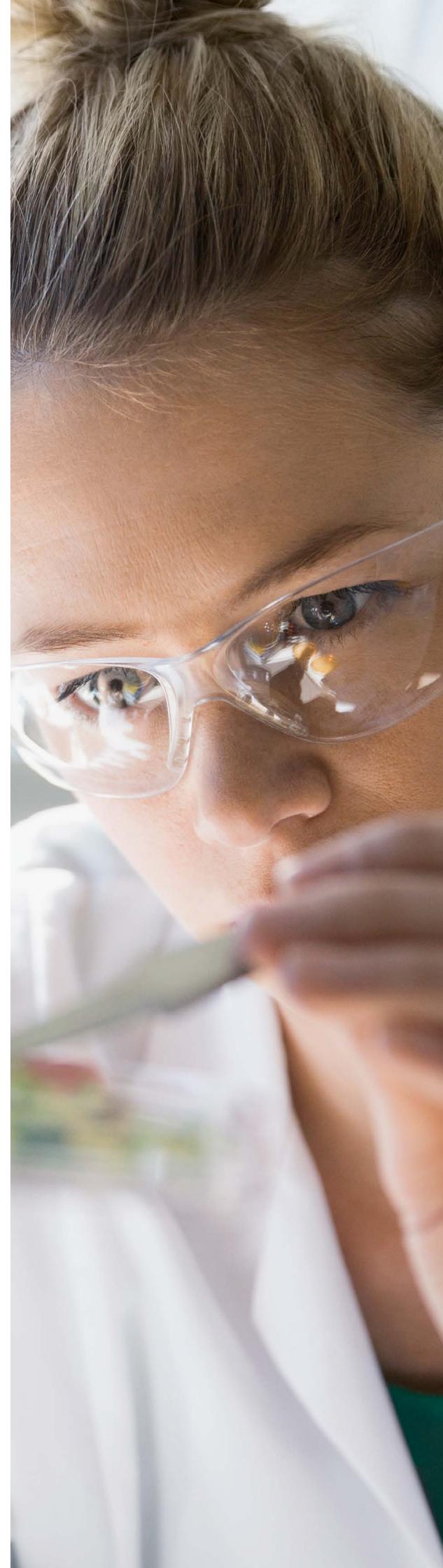
Christine French, Administration
and Finance Coordinator

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 expensereportsfrom3full-timedayspermonthto 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."

About SAP Concur

SAP Concur, a part of SAP, imagines the way the world should work, offering cloud-based services that make it simple to manage travel and expenses. By connecting data, applications and people, SAP Concur delivers an effortless experience and total transparency into spending wherever and whenever it happens. SAP Concur services adapt to individual employee preferences and scale to meet the needs of companies from small to large, so they can focus on what matters most.

Learn more at concur.com.au.

About SAP

As the Experience Company powered by the Intelligent Enterprise, SAP is the market leader in enterprise application software, helping companies of all sizes and in all industries run at their best: 77% of the world's transaction revenue touches an SAP system. Our machine learning, Internet of Things (IoT), and advanced analytics technologies help turn customers' businesses into intelligent enterprises. SAP helps give people and organizations deep business insight and fosters collaboration that helps them stay ahead of their competition. We simplify technology for companies so they can consume our software the way they want – without disruption. Our end-to-end suite of applications and services enables more than 437,000 business and public customers to operate profitably, adapt continuously, and make a difference. With a global network of customers, partners, employees, and thought leaders, SAP helps the world run better and improve people's lives.

For more information, visit www.sap.com

Why SAP Concur?

CONNECT TO A SINGLE SOLUTION

SAP Concur integrates all of your organisation's travel, expense and invoice data, so you get a single view in one solution.

SEE HOW YOUR EMPLOYEES ARE SPENDING

SAP Concur provides visibility into total spending down to each detailed transaction, so you can correct policy violations before spending occurs, better manage budgets and forecast more accurately.

SIMPLIFY THE PROCESS

SAP Concur takes the work out of travel and expense management, making details and processes effortless, so it's easier for everyone to focus on what matters most.

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