



SAP Concur 

SAP Concur Case Study | PUBLIC Concur® Expense

Time to love **business travel** again.

SAP Concur Platinum Advisor, NTT DATA Business Solutions Australia, replaces their own in-house expense management solution and integrates with SAP.

Quick Facts

Company Name

NTT DATA

Location

Brisbane, Australia

Solutions

- Concur® Expense
- Concur® Expenselt
- Concur® Request
- Concur® Intelligence

Why SAP Concur?

- Mobility
- Paperless process
- Increased auditability
- Policy enforcement
- Future potential to use platform for business intelligence and further innovation

Industry

Professional Services

Company Size

200 employees



ABOUT NTT DATA

NTT DATA Business Solutions Asia Pacific (formerly Extend Technologies, Cornerstone Asia, Business Formula and Innogence) designs, implements, supports, and hosts SAP centric business solutions for organisations of all sizes. The unified Solutions Group forms the largest global reseller of SAP license and focuses on end-to-end solutions across the entire SAP portfolio of applications and sixteen industry domains and currently provides services to over 5,000 SAP customers and operates ten dedicated SAP Hosting Centres globally.

NTT DATA Business Solutions offers a powerful, unified combination of businesses delivering full-service SAP solutions globally. Today, this strategic collaboration of highly regarded, market leading entities - with more than 3,000 employees across Asia Pacific, Europe and North America - comprises one of the world's largest jointly coordinated networks of SAP consultants.

The Business Case

NTT DATA Business Solutions Australia (NTT DATA) recently signed up as a Concur Platinum Advisor in APAC so it made sense to consider adopting the solution themselves.

As long time on-premise SAP customers and experienced solution integrators, convincing the NTT DATA decision makers from corporate services and IT that all aspects of the cloud promise (time to value, low touch delivery, ROI) would be realised, presented a formidable challenge.

Concur developed a business case for adoption based on key data from the Finance Team and Concur's own ROI calculation approach. The business case also reflected anticipated internal costs as well as those due to carrying out the integration services to the SAP ERP Finance and HCM modules.

SAP and Concur integration

NTT DATA has been a long time user of SAP ERP

for Payroll, Finance and Controlling including project costing. It was therefore a requirement to have a complete integration in place to ensure that regular updates to employee and financial controlling master data would be reflected in Concur, with automatic updating.

NTT Data Business Solutions carried out this integration work which provided valuable experience that they can now offer to their SAP ERP customers. The learnings include data mapping as well as re-usable IP that can be used to automate the data extraction processes.

Clinton Schoeman is a senior technical consultant who was allocated to the integration work stream. He summarised the experience as follows. "While the integration to SAP ERP

"SAP Concur has delivered a range of business efficiencies including streamlining the expense approval and payment process. The ability for our employees to capture expenses when on the road is a big win-win for everyone."

Suellen Thompson, CFO, APAC

is not completely 'out-of-the-box', Concur provides connectors and all the technical information needed in a user-friendly format. Data migration instructions were also clear and any queries to the Concur delivery team were answered promptly. This allowed us to design and implement the necessary technical tools to complete the data load and interfacing within the short timeframe of the project."

Employee feedback

"I was one of the first people to use Concur in the company. After a brief introduction I was able to use it easily and quickly for recording my expenses when on the road" – NTT DATA CFO, APAC.

"Concur is one of those products that had everyone excited from the first glimpse and has moved our travel and expense management into the mobile world. It is a much more efficient and effective way of capturing expenses particularly for our mobile workforce. As an approver I'm able to see in progress expense approvals giving early visibility of expenses prior to approval as well as full details in the attached receipts. It is simple and intuitive to use and we were even fighting over who would pick up the next expense so we could submit a claim!" – NTT DATA Delivery Manager, Sydney

"The benefit to me in using Concur is access while working at customer sites. Previously for me, the only manageable way was to save hotel accounts etc. and submit them on my return to my home office. With the mobile app and web access I can screenshot the accounts/bills etc. and upload them directly as received then submit for payment in one go. And being a SAP Basis consultant I can appreciate that my expense claims go all the way through to SAP with a minimum of fuss"

– NTT DATA Senior Consultant, Sydney

"I no longer have to worry about losing paper receipts. I can take a photo on the spot and add it to my claim. Simple." – NTT DATA Senior Consultant, Canberra

"The Concur system is much more efficient than our previous system. Attaching copies of receipts allows these to be checked by all levels of approvers so they can see exactly what they are approving and also saves a lot of time chasing receipts and attaching to the appropriate claims. This also benefits our customers where we need to invoice costs to projects. Being a paperless system, we are also saving a lot of time and paper not having to print and file claims. The reporting ability allows us to see exactly what claims are in the system at any time, whether submitted or not. A great system!"

– NTT DATA Accounts Payable

"**SAP Concur ticked all the boxes** for us on price point, implementation costs and the ability to handle the complexity in our expense processes."

Suellen Thompson, CFO, APAC

About SAP Concur

SAP® Concur® is the world's leading brand for integrated travel, expense, and invoice management solutions, driven by a relentless pursuit to simplify and automate these everyday processes. The highly-rated SAP Concur mobile app guides employees through business trips, charges are directly populated into expense reports, and invoice approvals are automated. By integrating near real-time data and using AI to analyse transactions, businesses can see what they're spending and avoid possible blind spots in the budget. SAP Concur solutions help eliminate yesterday's tedious tasks, make today's work easier, and support businesses to run at their best. Learn more at concur.com.au or the SAP Concur blog. The Bureau is now looking forward to increasing its analysis of the data and reporting captured through the Concur system. This will help to provide greater financial insight for the organisation, to assist in strategic planning and long-term management of the Bureau, and be integral to the development of further digital capabilities as the organisation continues to execute on its business transformation program.

Learn more at concur.com.au or the [SAP Concur News Centre](#).

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

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