

eBook

# SAP CONCUR REFRESH

The Transformative Power of  
a Net-New SAP Concur Site



# TABLE OF CONTENTS

- 01** Why Refresh?
- 02** Are you a good fit for a Refresh?
- 03** New features, New opportunities
- 04** Next steps for a Refresh
- 05** Success Story - Tennant
- 06** Success Story - Becton Dickinson
- 07** About Acquis

# WHY REFRESH?



The average lifespan of a smartphone is 2.58 years. Consumers choose to replace their smartphone not because their phone is entirely dysfunctional, but because (1) deteriorating performance due to low battery capacity and slower response timing and (2) a desire for new features and functionality available only on a new device with improved hardware and software.

Similar to a smartphone, an organization's instance of SAP Concur can become outdated, its performance deteriorated, and the maintenance of the site can become a significant burden on the system administration team. Further, a complex design and configuration can be a challenge to scale with an organization's growth. Choosing to Refresh to a new SAP Concur instance will allow your organization to resolve performance issues and gain access to the latest features and enhancements that streamline your expense process, empowering your employees to focus on what truly matters – driving your business forward.

# ARE YOU A GOOD FIT FOR A REFRESH?

Here are five questions your organization should ask to help you know if there are potential opportunities for an SAP Concur Refresh. If you answer yes to one or more of these questions, this e-book will help you understand how to make your SAP Concur Refresh a success.

1

Was your SAP Concur site setup more than 5 years ago?

Many new features released by SAP Concur, that make the site easier for both the end user and the system administrator, are only available on a new site.

2

Does your company grow through M&A?

The transition time surrounding a merger or acquisition can also be good timing to consider a new site; the organization is looking for consolidation opportunities, and there may be transition budget available.

3

Does your current SAP Concur site have a complex configuration?

As an organization “over uses” the data model that contains elements that are no longer used, the ability to maintain the site and scale can be a real challenge.

4

Are you limited in the availability of custom fields?

Historical configuration has tied up custom fields and is preventing your organization from scaling to new business areas and/or new markets.

5

Is the complexity of your data model preventing enhanced reporting?

The cross-use of fields in the system is making it difficult to extract useful data for reports and dashboards.

**A Refresh of your SAP Concur site is recommended if your organization is looking to address the following areas:**

- New, free services
- New add-on features
- Holistic redesign
- Comprehensive system clean-up



# NEW FEATURES, NEW OPPORTUNITIES

A new site comes with new features, and also provides an opportunity to consider adding new SAP Concur services that have been introduced in recent years.



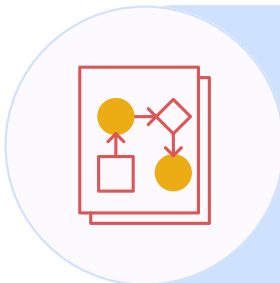
## New, Free Services on New Sites

- Auto-updates to per diem rates via Travel Allowance Service (intro 2020)
- Auto-updates to Car Mileage rates (intro 2022)
- Exchange Rate integration with central banks for applicable countries (intro 2022)
- SAE V4 with more available fields (intro 2021)



## Introduce New Services

- Enhanced ability to identify fraud with **Verify** (intro 2021)
- Outsource VAT reclamation with **Tax Assurance** (intro 2020)
- In-system end-user training with **User Assistant by WalkMe** (intro 2021)
- **Receipt Digitization** for Spain, Portugal, France (intro 2019)



## Holistic Redesign

- Consolidated list of Expense Types based on best practices
- Review and clean-up of Audit Rules
- Optimize Custom Field usage for future scalability
- Simplify entering employees as Attendees



## System Clean-up

- Retire unused integrations
- Remove unused Ledger and Chart of Account configurations
- Remove outdated or unused custom Cognos reports
- Remove redundant cumulated Attendee profiles created by employees

# NEXT STEPS FOR A REFRESH

Acquis will work directly with you and your SAP Concur account team to build the business case for the program, and help articulate the value of a Refresh to your organization's key stakeholders.



# SUCCESS STORY

Acquis expertly guided Tennant on a Refresh of their SAP Concur Expense system, leveraging a global model that optimizes user experience and increases scalability for future rollouts.



## BUSINESS CHALLENGE

Tennant first deployed SAP Concur Travel and Expense in 2011. Additional countries and functionalities were configured and implemented in subsequent waves. However, the rollouts and design requirements did not exist as part of a holistic strategic plan, resulting in configuration inefficiencies, varied user experiences and increased system maintenance efforts.

The lack of a global model standard across the entire implementation led to sub-optimal experiences for employees and administrators alike. Without the proper foundation, the introduction of new countries to the system required significant effort. An SAP Concur Refresh project would provide Tennant the opportunity to start fresh with a system that supports requirements without sacrificing user experience.



## OUR APPROACH

With our experience deploying SAP Concur Expense for clients across the globe, Acquis collaborated with Tennant in establishing a global model template that would be used as a foundation to build designs for all countries. Usage analysis, industry best practices, and statutory requirements were elements that were leveraged to define the global model.

From requirements through deployment, Acquis crafted plans and methodologies that allowed Tennant's lean team to succeed where a larger team would have been preferred. Acquis applied creative solutions to ensure complicated tasks could be done with ease.

## RESULTS

- Acquis implemented and deployed a new instance of SAP Concur Expense to 17 countries with 3 part-time Tennant resources in seven months with no impact on existing users.
- Acquis's acumen with global deployments helped define a future-proof standard model. The newly re-designed instance of SAP Concur Expense allows Tennant to quickly, efficiently, and cost-effectively scale their system to include employees from additional countries.

# SUCCESS STORY

Acquis helped Becton Dickinson (BD) consolidate multiple SAP Concur instances into one net-new SAP Concur System that adheres to a global standard, supports complex requirements, and accommodates local statutory needs.



## BUSINESS CHALLENGE

BD was looking to consolidate multiple instances of SAP Concur Expense into a single instance following the merger with CareFusion and Bard.

Multiple ERPs were used across the organization and BD was planning to implement SAP ICS to address pain points encountered with their SAP ERP.

## OUR APPROACH

Acquis provided extensive analysis of existing BD and CareFusion SAP Concur systems, which helped BD determine that a net new instance was required to accommodate and consolidate requirements.

Acquis strategized with BD on how to handle its complex landscape (e.g., multiple ERPs with varying requirements from each company) to ensure that all critical steps were considered for a successful rollout.

## RESULTS

Over the course of multiple years and multiple mergers, Acquis led BD through the transformation initiative, which resulted in one Global SAP Concur instance for BD that is easier to use, maintain, manage, and scale.

- The refreshed instance introduced **best practices** in the areas of usability, reporting, and support, which put BD in a better position to achieve several of its business objectives.
- Acquis created change management strategy, impact analysis, stakeholder analysis and end-user communication plans to guide project-wide change management activities that assisted BD with the **seamless transition** of existing users from the legacy instance to the new one.
- With our extensive project management experience, Acquis provided strategic guidance to map BD's complex objectives and create an end-to-end project strategy for BD. This helped lead the project team to successfully implement SAP Concur (inclusive of the Company Billed Statement module) **in 55 countries** in North America, Europe, Asia Pacific, and Latin America.



# ABOUT ACQUIS

Acquis Consulting Group (Acquis) is a consulting firm specializing in strategy and implementation. We help ambitious organizations solve business challenges that enable sustainable growth and healthy efficiency, and we do this not just by designing strategies, but by putting them to work. Our clients cover all industries, including consumer products, pharmaceutical, manufacturing, technology, financial services, nonprofit, and professional services, and our expertise includes process improvement, program and project management, change management, operational strategy, systems implementation, and analytics and reporting.

SAP® Concur® and Acquis have partnered to provide the very best experience in end-to-end SAP Concur implementations. Acquis has been assisting clients with SAP Concur implementations since 1998, and we are proud to be the first Certified Implementation Partner for SAP Concur Solutions. We provide the flexibility to mirror SAP Concur implementation methodologies or provide custom approaches and support, uniquely tailored to each client.





# ACQUIS

Still interested in learning more about a SAP Concur Refresh for your organization? Reach out to us. We understand that change can be daunting, and gaining approval can be a massive challenge. With the appropriate information and guidance, we can support your business casing process, and support your desire to optimize your SAP Concur experience. A new SAP Concur site can deliver significant return on investment while transforming the way your organization handles travel and expense management.

**Contact us at**  
**[sapconcur@acquisconsulting.com](mailto:sapconcur@acquisconsulting.com)**

**Visit us at**  
**<https://www.acquisconsulting.com/technology-solutions/sap-concur/>**

Acquis is proud to have been recognized numerous times as one of the “Best Small Firms to Work For” by Consulting Magazine. Gaining this accolade validates our firm’s core values, brand, and goals. Acquis was founded in 1998 and remains a privately held management-consulting firm. We are headquartered in New York City, with offices in London, New Jersey, Boston, San Francisco, Prague and India.