SAP Concur [C]

SAP Concur Case Study

Concur Expense | Concur ExpenseIt | TripLink | Consultative Intelligence

VMware, Inc. Increases Efficiency, Control and Gains a Productive Way to Manage Spend

Reimbursements happen faster, compliance improves, and employees have an easier submission process with SAP Concur solutions.

THE BEST RUN SAP

Quick Facts

Company Name
VMware, Inc.

Solutions
– Client Web Services
– Company Bill Statements
– Concur® Detect by AppZen
– Concur® Expense
– Concur® TripLink
– Consultative Intelligence
– ExpenseIt
– Paper Reciept Handling
– Permanent Test Environment
– Professional Travel Indirect
– Receipt Audit
– Service Administration

Industry
Technology

Company Size
30,000 employees worldwide

Location
Palo Alto, CA

Why SAP Concur and VMware?
VMware leaders wanted a more streamlined, proactive way to manage and monitor spend, without making the expense process more difficult for its employees. SAP Concur solutions delivered on all counts—providing the transparency, integration and automation the company needed, and a simplified, mobile way for tis global staff to submit reimbursement requests.

ABOUT VMWARE
Founded in 1998, VMware is a global leader in cloud infrastructure and business mobility, providing software that powers the world's complex digital infrastructure. The company's cloud, app modernization, networking, security and digital workspace offerings help its clients deliver any application on any cloud across any device.

vmware®

The Challenge: Transform and Automate Expense Management

VMware is well known for transforming entire industries, providing the disruptive technologies organizations need to compete in a digital world. So, it comes as no surprise that this global innovator is continually looking for ways to transform and optimize its own internal processes to **improve productivity, scalability, and deliver the analytic insight** its leadership needs for strategic decision-making.

That quest is what motivated company leaders to begin their search for a better, more transparent way to manage employee expenses.

"Our employees were submitting reimbursement requests through a legacy system with a very cumbersome user interface. They had to first log into the VPN, then go from screen to screen and attach scanned receipts to complete the process," explains Reema Mukherjee, Director of Finance Systems and Solutions at VMware. "After it was submitted, the **expense report had to make its way through different integrations**, so there was already a lag by the time it got to our AP department. If the employee made a mistake or the request was missing information, AP had to send it back to the approving manager, which added more time to the process."

Audits happened manually, so only a random sampling of the 150,000 expense reports coming in each quarter could be reviewed. That made **compliance checks challenging**, and, more importantly, didn't give the company leadership visibility into real-time global spend.

"We wanted to get better visibility into our expenses and make compliance more efficient. VMware is a growing company, and with that comes a greater need to review budgets and have a clear view into how those funds are being used."

Brian Dela Pena, Senior Director, Accounting Operations, VMware

Simplified, Automated and Integrated Expense Process

After an extensive evaluation of potential providers, one solution stood out.

"When we saw SAP Concur's features, automation, and how **easy it made it for our employees** to do their expense reports, it was a slam dunk," says Sirisha Dasu, Vice President, Finance Systems and Solutions at VMware. "

Three weeks after a successful pilot program in India, VMware went live with SAP Concur worldwide. The back office, users and management alike were **quick to see the difference**.

"Concur is super easy to use and our employees absolutely love it— **especially our salespeople who are always traveling**," Dasu shares. "They can take a few minutes at the airport and use their mobile device to submit their expense reports. Before SAP Concur, they had to have access to a desktop, so they had to wait until they were back in the office."

Now, travelers can take pictures of their receipts with their phones, and these images flow directly into the appropriate expense category.

"Our users don't have to worry about their receipts later on because they take a picture, submit the expense and they're done," says Mukherjee. "**It's intuitive, it's easy**, it's a one-stop-shop. They go into the travel portal and do their airfare and hotel bookings, and once they're done traveling, it's all in SAP Concur."

Everyone is more efficient, and VMware employees can spend less time on administrative tasks, and more **time focused on work that benefits the company**.

CREDIT CARD PROGRAM INTEGRATION

VMware also **integrated its credit card program with SAP Concur** at the time of the rollout, so any charges employees make on a corporate credit card automatically flow into the right area of the expense report—something that didn't happen before. "That process, which was previously a nightmare for us to manage, is all addressed by SAP Concur," Dasu says. "This is a huge benefit because all of our expenses, including credit card expenses, **are now close to real time**."

AUTOMATED, AI-DRIVEN AUDITS

SAP Concur also transformed VMware's back office processes, applying AI to not only save time previously spent on manual tasks, but provide the **global spend data company leaders needed for analysis** and budgetary management.

"The tools in SAP Concur really enabled us to broaden the audit population of our expense reports to better monitor compliance, look at spend categories and provide meaningful analytics and insight to the business," Dela Pena explains.

Now, instead of manual checks of a random sampling of expense reports, the process is automated, **using AI and machine** learning to quickly review each and every reimbursement request received. Anything that the system flags as questionable is passed along to the accounting team for review.

"Having a tool that can drive a lot of **efficiency, productivity and 100 percent compliance reviews** important to us—and SAP Concur delivers," says Dela Pena.

Leveraging More Features to Maximize Value

After the big bang, global rollout of SAP Concur, VMware finance leaders began gathering employee feedback on other functions that would make the process even more efficient.

"There were a lot of features in Concur that weren't implemented when we went live, based on our requirements at the time," shares Suraj Dyre, Lead Analyst for Finance Systems and Solutions at VMware. "But, every time our employees told us what else they'd like to see, **we learned that it was already available in SAP Concur**."

One good example is the way employees add attendees of their meal expenses.

"When we went live, we set up the solution so the names of attendees had to be added manually. So, if there was a team lunch with 10 employees, the person requesting the reimbursement had to enter each of those names," Dyre says. "When I went back to the tool, I saw that **Concur had an important feature available for importing attendees** from an Excel spreadsheet. Users also have the option of forwarding the meeting invite to Concur, and the tool automatically creates an expense item for them. So, when they submit their credit card receipt for that meal expense, the attendee names are already there."

At the time of this writing, Dyre and team are in the process of working with SAP Concur consultants to expand the already tight integration among systems.

"We are currently using a file-based integration between Concur and SAP, where expenses are sent to SAP on a daily basis for payment processing and accounting," says Dyre. "We are looking at implementing a native integration, which would **speed up the payment cycle even more** by sending those expenses more frequently throughout the day. It will also build a tighter integration of error-handling and build a two-way communication between the two systems in almost real time."

The organization is also evaluating Concur Drive for more automated, accurate mileage tracking.

"Like most companies, **mileage claims are a big expense**," explains Dyre. "We believe Drive could give us more control over that, as well."

SIMPLIFIED PROCESS. MEASURABLE RESULTS.

- Expense reports are now paid 6-8 days faster

- Employees can complete and submit expense reports in three minutes instead of 20

- Employee satisfaction has increased by 75%

- The AP department saved 8,000 FTE hours by automating manual tasks

Control. Efficiency. And Happier Users.

Prior to SAP Concur, it took VMware's AP team between 10 to 11 days from the time an expense report was submitted until the time it was paid.

"Now, the claims are paid in three to four days. So, it's a **drastic improvement in terms of turnaround**," says Dyre. "Our employees have definitely noticed the difference."

At the same time, the organization **saved an estimated 8,000 FTE hours by automating** the previously manual internal audit process—time that valuable staff now spends on higher value work.

INCREASED VISIBILITY AND CONTROL

Like all enterprises today, staying on top of spend is critical to VMware.

"SAP Concur has enabled us to get **better insight into how people are using their dollars when they're travelling**," shares Dela Pena. "Because we were auditing on a sample basis before, we didn't see 100 percent of the population. SAP Concur has helped us cast the net across everything, so we can **provide meaningful data to help business leaders** make better decisions from a budgeting standpoint, look at employee behavior and really drive accountability."

IMPROVED THE USER EXPERIENCE

VMware's back office and management weren't the only ones that benefitted from SAP Concur

solutions. Users now have a simplified, mobile way to create and submit reimbursement requests wherever they are.

"Our users have told us that they spent about 20 minutes completing an expense report in the past. With SAP Concur, they say it takes less than three minutes," Dasu says. "When you consider the fact that we have more than 30,000 employees, you can **see the potential impact of that one productivity improvement**."

User satisfaction has also increased by 75 percent.

INCREASED COMPLIANCE

In addition to automatically flagging questionable expenses upon submission, **SAP Concur actually helps VMware drive compliance** on the front end as well.

"We've been able to set up preventative controls to keep an expense from being submitted if a receipt doesn't match the amount of the claim, or if it violates policy," says Dyre. "We also have the visibility and analytics to identify repeat offenders and send an email letting them know that what they did was wrong—like using a corporate credit card for a personal expense, **to drive behavioral change**."

All of these measures work together to improve compliance.

A Partnership for the Long Term

If you ask VMware finance leaders why they're such fans of SAP Concur, they'll tell you that it's a combination of things. First, they appreciate having access to best-in-class technology that solves their business problems.

"My advice to anyone considering investing in an SAP infrastructure and suite of solutions is to compare the precision of those solutions with other companies," explains Dela Pena. "SAP does things in a more efficient manner, I think. **When you start consolidating all of those things within an ecosystem of products, you get more robust analysis, because everything naturally integrates together**. So, when you want to click through or review something, you can access more data more easily, because it's all within the same technical landscape, not cobbled together."

Just as important, it's having the support and service that continually goes above and beyond.

"We demand a lot from SAP Concur because we see the value of these solutions for our employees and our back-end business, and as a software company ourselves, **we are always looking for ways to build more efficiency, and drive more value for our customers**," shares Mukherjee. "Our Concur account executive and the experts and teams we've worked with have been incredible—they've made it easy. It's been a great partnership for us."

One that is sure to continue to deliver results for years to come.

INTEGRATION

SAP Concur integrates with SAP and other back-office systems for a true, end-to-end workflow.

SCALABILITY

VMware has grown significantly, both organically and through acquisitions. The company has easily onboarded new organizations onto SAP Concur with no performance issues.

ABOUT SAP CONCUR

SAP® Concur® solutions simplify expense, travel, and invoice management for greater visibility and control. For more than 20 years, these leading, innovative solutions have kept customers a step ahead by delivering time-saving tools, connected spending data, and a dynamic ecosystem of diverse partners and apps. User-friendly and business-ready, SAP Concur solutions unlock powerful insights that help businesses reduce complexity and see spending clearly, so they can manage it proactively. For more information, visit concur.com.

VISIBILITY

Management now has visibility into global spend in the moment, not after the fact, so they can make faster, data-driven budgetary and strategic decisions.

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Learn more at concur.com

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