



SAP Concur 

THE BEST RUN 

Just make yourself comfortable – We will begin in a few minutes



SBN and SAP Concur Webinar for Improved Employee Experience

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October 2nd, 2020



It's a Good Time to Focus on Employee Experience

Managing business today means managing change. Help your employees:



Easily navigate spend policies



Focus more on their jobs



Reduce manual tasks





“Employees who believe that management is concerned about them as a whole person – not just an employee – are more productive, more satisfied, more fulfilled. Satisfied employees mean satisfied customers, which leads to profitability.”

Anne M. Mulcahy
Former CEO of Xerox

Companies that Create Exceptional Experiences See Results

17% higher productivity

21% higher profitability

4.3X increase in earnings per share

24% lower turnover

[Gallup State of The Global Workplace 2017](#)



Technology Plays a Huge Role

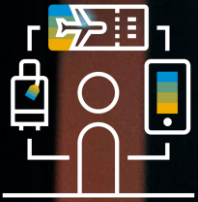
64% of organizations say employee experience is one of the most important factors considered when purchasing technology.

- Help employees avoid paperwork
- Employees expect consumer-like experiences
- Because employees are on the move, technology needs to be mobile

[Improve Travel Expense Invoice Management Solution to Drive Better EX – Forrester, 2019](#)



Most Critical Moments to Creating Good Employee Experience



Travel and Expense



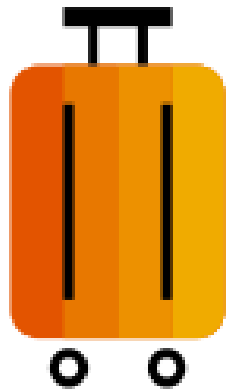
Making Purchases



Recruiting Talent

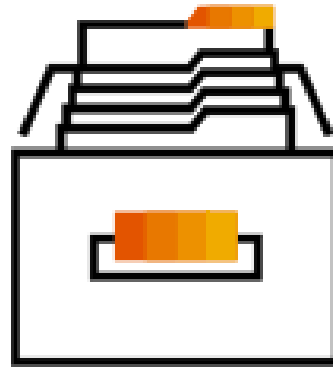
TRAVEL AND EXPENSE SOLUTIONS CAN MAKE BIG IMPACT ON EX. AND HR HAS A ROLE TO PLAY.

Day-to-day systems and tools affect the overall employee experience and, as a result, matter to HR leaders. According to a Forrester study², the top important tools that enable HR leaders to drive good employee experience include:



80%

Travel and expense software



80%

HR systems



89%

Benefit software

Finding Employees in an Emergency



Do you know where
your employees are?



Can you reach them
if you need to?

EMPLOYEE SAFETY IS A KEY CONCERN OF THE EMPLOYEE EXPERIENCE.

25% of organizations surveyed **don't store or regularly update** employee contact information.³

53% of organizations surveyed don't have (or don't know if they have) the **resources to assist and extract** employees in an emergency.³

Frequency reports and the access to data are very important tools for HR leaders to monitor traveler safety.⁴



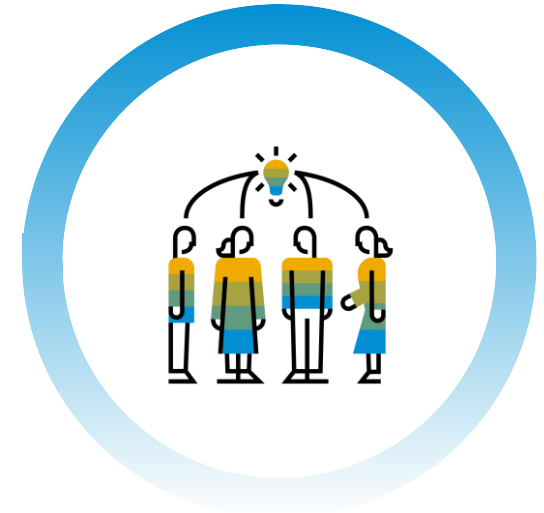
Steps to Improve Employee Experience



Rethink the
status quo



Evaluate processes
and tools



Collaboration
across the organization

Easier Said than Done



84% of leaders rated employee experience important



Only **9%** think they are “very ready” to act



Only **13%** of employees are satisfied with their experience

TOP CHALLENGES ORGANIZATIONS CURRENTLY EXPERIENCE WITH TRAVEL & EXPENSE SOFTWARE.



35% of organizations surveyed report employees **spend too much time** submitting required papers, approvals, and documentation.²

33% of organizations surveyed complained **corporate tools don't work** with the personal apps and tools they already use.²

32% of organizations surveyed report high number of inaccuracies due to the **human element of paper-based processes**.²

Adapting to a New Normal: Working From Home (WFH)

Working from home has recently become the new normal, leaving office buildings empty and employees seeking out new ways to get their jobs done. A survey conducted by SAP Concur investigates remote work and home office expenses across eight European markets including Sweden and Denmark*. The survey reveals that



How are Expenses & Expectations Handled?

Recent change has significantly impacted company expense policies and work expectations, which has led to confusion amongst the surveyed employees:



The survey was conducted by market research institute Innofact, among 6,812 full-time or part-time employees in the following markets: Denmark, France, Germany, Italy, Netherlands, Spain, Sweden and the United Kingdom. The survey took place in May 2020.

WFH: How can you support employees?



Provide staff with an accurate WFH expense policy. This can help solve several headaches.



Enable the financial department to more easily review and pay expenses based on a list of pre-agreed providers.



Ensure that employees working from home know what is expected of them.



Adopt a more flexible approach: some employees may need to work different or fewer hours, reduce their targets or increase annual leave.



Offer support beyond the employee's day-to-day priorities, such as well-being and fitness.



Encourage open dialogue on any changes in employees' personal circumstances which may affect their work.

In a nutshell: Remote working requires employers to not only understand the employee's **professional challenges**, but also how **personal matters** may impact their ability to work. In the Nordics:

21%

mentioned that their employers have offered to support their well-being
vs. 17% in EMEA

26%

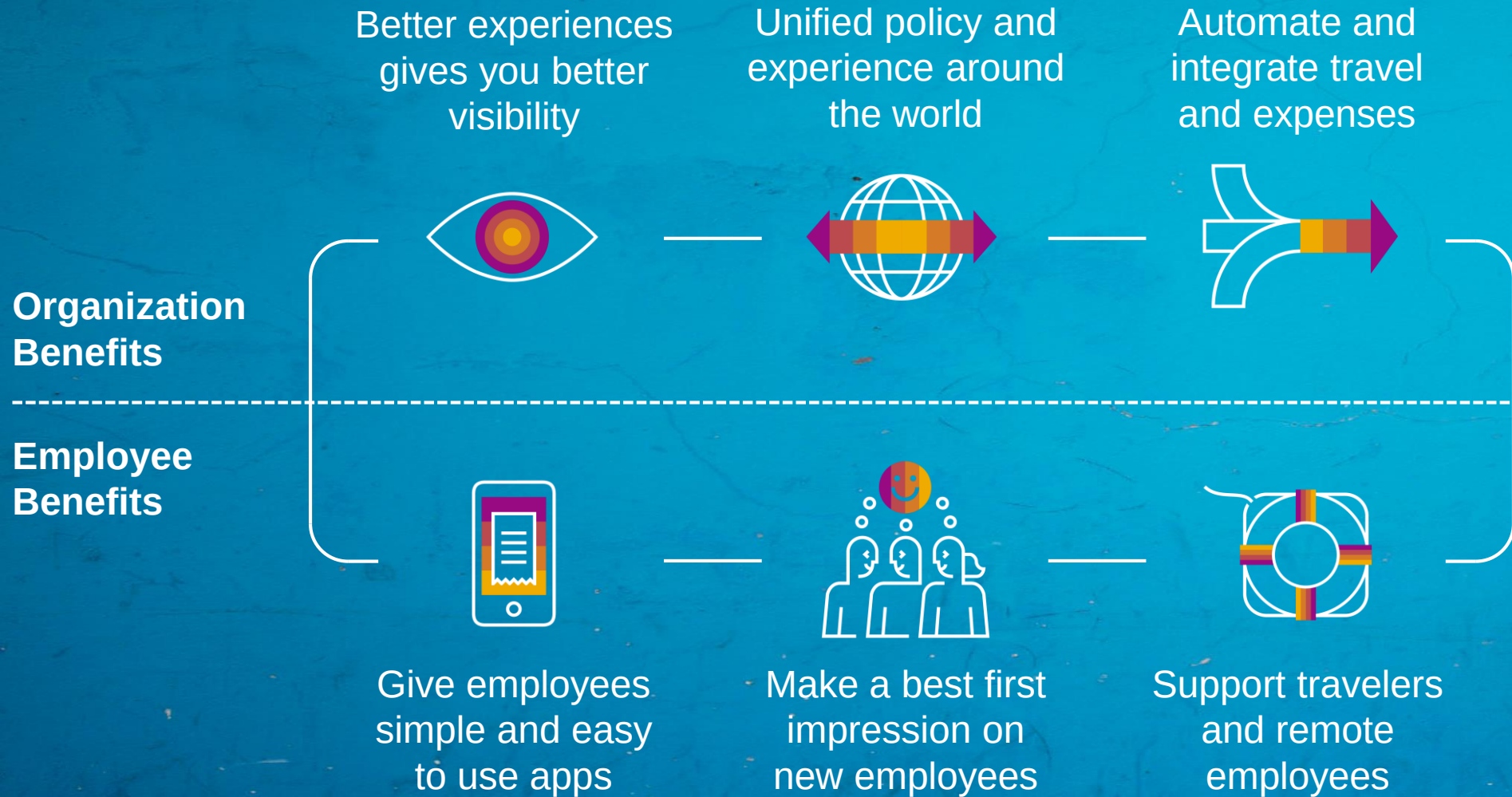
have benefited from online fitness courses
vs. 18% in EMEA

25%

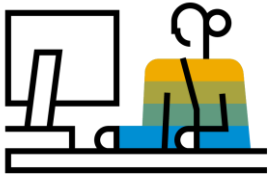
have been informed about how long they'll be spending working from home
vs. 29% in EMEA

Here, we have highlighted how employers can make the working from home experience work for everyone – whether employees are expected to return to the office in the coming weeks or not.

SAP Concur Can Help



Surprise Employees with Simple Experiences



Eliminate unnecessary
paper



Provide employees with
top-rated apps



Let employees to book
with brands they love

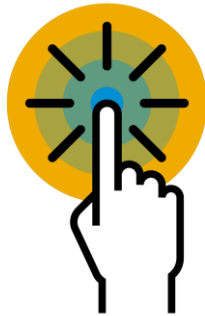


Give employees the gift
of time

Give Recruits a Trip they Will Remember



Make the best first impression



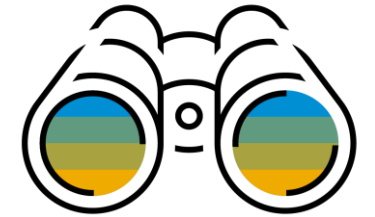
Easily create guest accounts for candidates



Minimize out-of-pocket expenses



Expense reports that write themselves

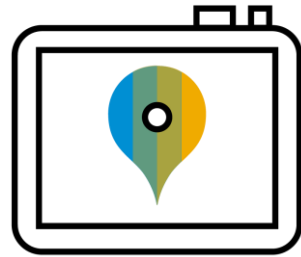


Get clear visibility into spend

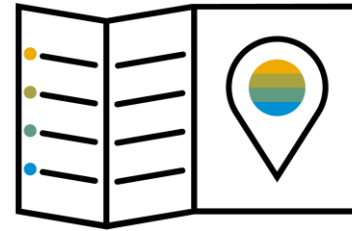
Support the Safety of Every Employee



Show employees
you care



See travelers at
all times



Get neighborhood
safety details



Reduce risk and
increase peace of mind



Triplt: one of the 10 most important iPhone apps of all time

CNET, 2018





Telekom.de 4G 22:50 66 %

FRA - NUE

LH 150 (Lufthansa)

WED, 25 APR ARRIVED

Depart Frankfurt	22:03 CEST (was 21:55)	Arrive Nuremberg	22:44 CEST (was 22:35)
TERMINAL	GATE	TERMINAL	GATE
1	A34	-	-
SEAT	DURATION	CONFIRMATION	
-	41m	WDSX85	

TRIPIT PRO

Alternate Flights
Find flights with open seats

AIRPORTS

Trips Alerts Pro Unfiled More

Telekom.de 4G 22:50 67 %

Nuremberg, Germany, April 2018

Wed, 25 Apr - Thu, 26 Apr, 2018

WEDNESDAY 25 APRIL 2018

Flight Ratings

Please rate Lufthansa flight 805 from Stockholm to Frankfurt on 25 April 2018
[More Info](#)

OVERALL

★ ★ ★ ★ ★

TripIt Alert

LH150 arr. Baggage claim 01.

[Close](#) [View](#)

☐ Do not show again

[Dismiss](#) [Submit](#)

18:40 CEST **NUE - FRA** ON TIME
LH 153 (Lufthansa)
Conf: WDSX85
Dep. Gate A16
Arr. 19:25 CEST

Trips Alerts Pro Unfiled More

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Nuremberg, Germany, April 2018

Wed, 25 – Thu, 26 Apr 2018

WEDNESDAY, 25 APRIL 2018

18:50 CEST



ARN - FRA
LH 805 (Lufthansa)

1 hr layover in FRA

21:55 CEST



FRA - NUE
LH 150 (Lufthansa)



Ringhotel Loew's Merkur
Check in: 16:00 CEST
Pillenreuther Str. 1, Nürnberg, 90459, DE

THURSDAY, 26 APRIL 2018



Ringhotel Loew's Merkur
Check out: 11:00 CEST
Pillenreuther Str. 1, Nürnberg, 90459, DE

18:40 CEST



NUE - FRA
LH 153 (Lufthansa)

2 hrs, 10 min layover in FRA

21:35 CEST



FRA - ARN
LH 808 (Lufthansa)





 Trips

 Alerts

 Pro

 Unfiled

 More

<

Neighbourhood Safety Score

Daytime

Nighttime

Ringhotel Loew's Merkur

Pillenreuther Str. 1, Nürnberg, 90459, DE

OVERALL SAFETY

40

Low Risk

Show risk scale

Physical Harm

Covers muggings, drug activity, gang prevalence and limited police presence.

37

Low Risk

 Trips

 Alerts

 Pro

 Unfiled

 More

<

Neighbourhood Safety Score

Daytime

Nighttime

Women's Safety

Covers verbal harassment, physical assault and violence directed against women, and adequacy of women's support facilities.

36

Low Risk

LGBTQ

Covers likelihood of harm or discrimination against LGBTQ persons or groups and level of caution required.

38

Low Risk

Theft

Covers petty theft, pickpocketing, burglaries, auto theft and grand theft.

78

High Risk

 Trips

 Alerts

 Pro

 Unfiled

 More

<

Neighbourhood Safety Score

Daytime

Nighttime

36

Low Risk

Basic Freedoms

Covers safety from arbitrary detention, discriminatory laws, oppressive restrictions and lack of due process.

20

Lowest Risk

Health and Medical

Covers environmental pollution and contamination, illnesses, regulation of sanitary conditions and easy access to medical care.

78

High Risk

 Trips

 Alerts

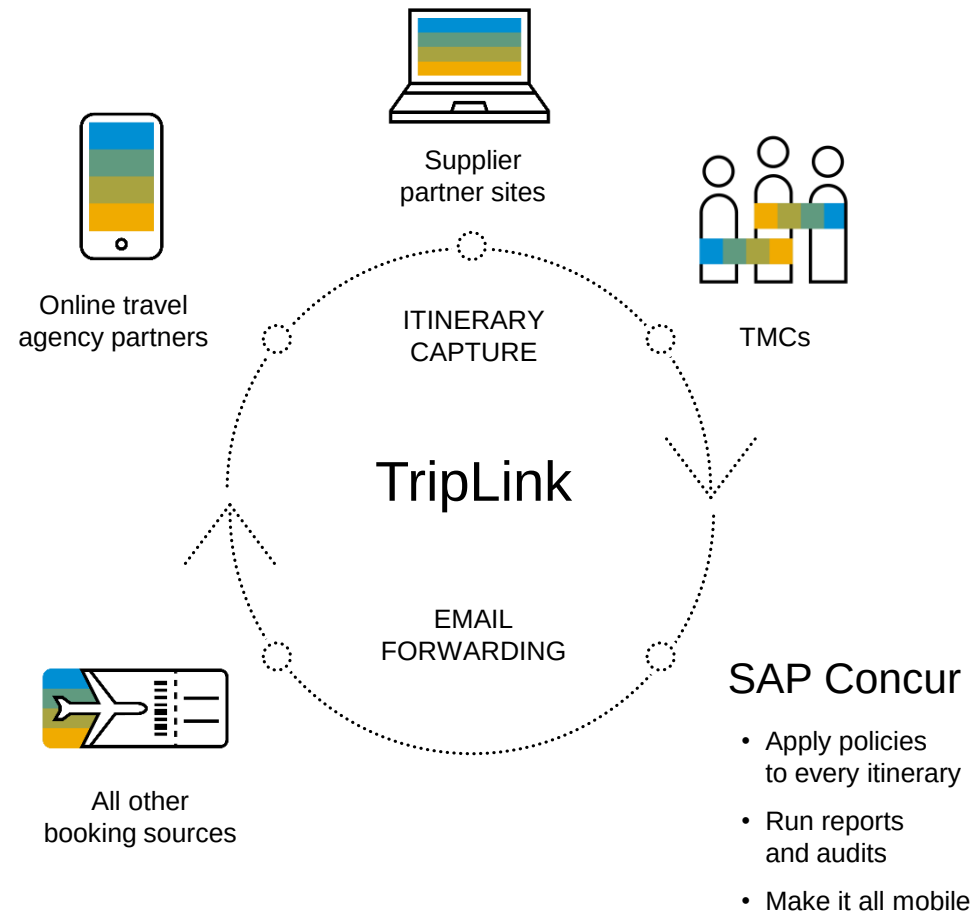
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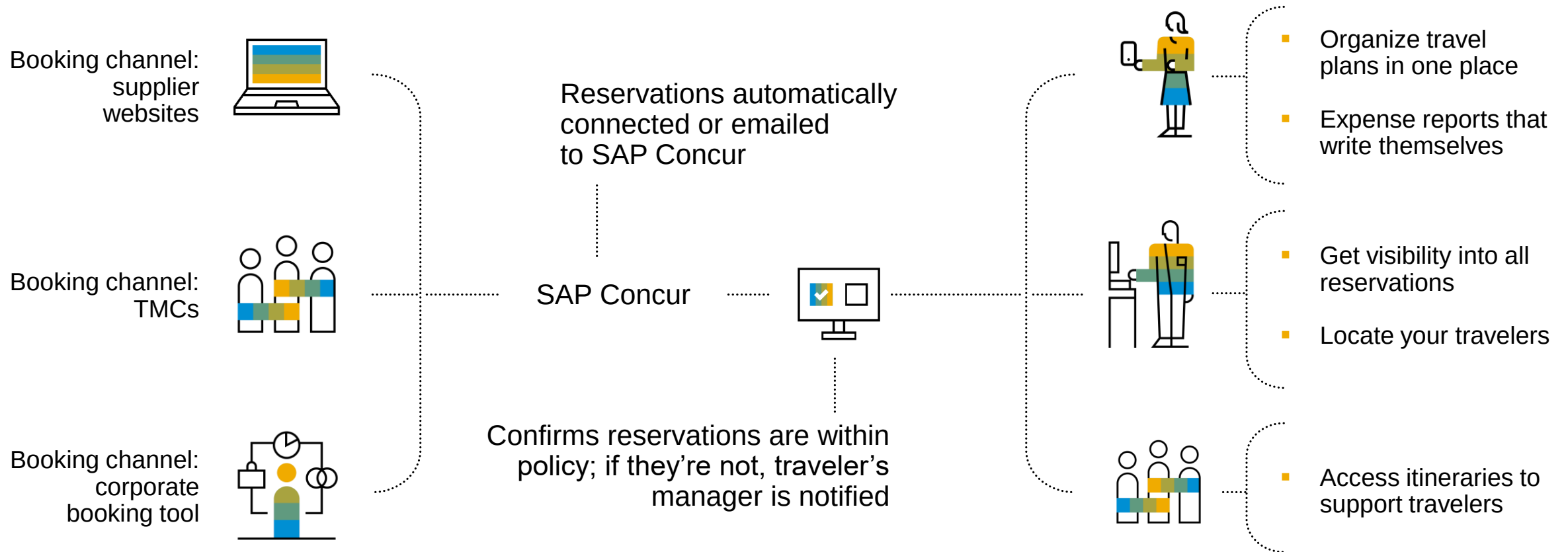
 More

However Your Travelers Book, TripLink Has You Covered

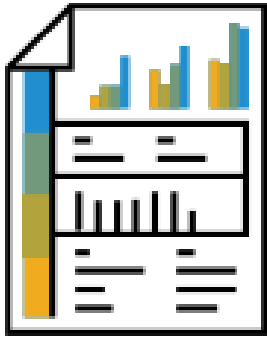
- Capture itineraries across every channel
- See and manage your organization's travel
- Manage trips efficiently, on the go



Triplink Allows You to Maintain Visibility and Control by Capturing Reservations from Every Travel Booking Channel

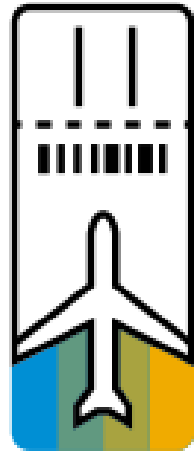


SAP CONCUR CUSTOMERS ARE REALIZING SIGNIFICANT VALUE BY USING SAP CONCUR SOLUTIONS.



60%

Less time needed to fill an expense report⁵



78%

Less time to book a business trip⁵



INSTANT

notifications and alerts that can be sent through multiple platforms to employees located all over the world⁶



650%

3-year ROI⁵

SAP Concur solutions automate and integrate travel and expenses into a smooth, simple experience that makes your workforce happier, more productive, and feel safer wherever they are.

5. Empower Organizations to digitally Transform Their Expense, Travel, and Invoicing Process, IDC, 2018

6. Results based on testimonials from customers of SAP Concur solutions

Now You Can



Engage your workforce



Increase loyalty



More compliance

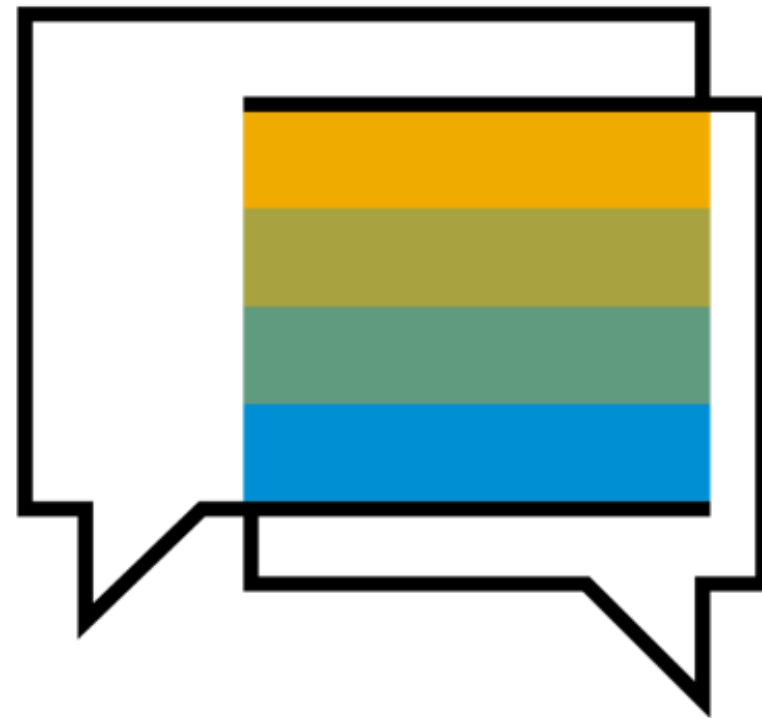


Guide employee behavior





Q&A



Thank you!

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