NTT DATA Business Solutions, 's-Hertogenbosch, the Netherlands

SIMPLE EXPENSE PROCESS WITH SAP® CONCUR®

> **"** With just a few clicks, a manager can now approve consultants' expense claims anytime, anywhere. That saves a huge amount of time.

Jos Kosters, Financial Controller, NTT DATA Business Solutions

Challenges

- Improved efficiency of expense claim processing in the Finance Department, by automating the manual claims process
- Save time for both the Finance Department and consultants by simplifying the claims process
- Make the claims process more targeted, smarter and therefore less prone to errors

Solutions

- SAP Concur

Benefits

- Automated expense claims: SAP Concur identifies an expense claim and immediately allocates this to the correct expense item
- Expense claims can be scanned and submitted anytime and anywhere using a mobile phone's camera function and the accompanying SAP Concur app
- No need for receipts; all expense claims are stored electronically after scanning
- Improved involvement of project managers. In the app, they will see expense claims for each project at line level for their approval
- Project managers can use the app to approve expenses anytime and anywhere
- When an amount exceeds the project manager's limit, the expense claim will be forwarded automatically to the unit manager for approval
- A better understanding and overview of employees' patterns of expenditure for each project
- Exceptions and conditions relating to expense management are set up centrally. SAP Concur alerts users through the app when these are exceeded
- SAP Concur is a stand-alone platform and can be connected to any ERP package

Why NTT DATA Business Solutions?

- "Our very first SAP Concur implementation. We wanted to test that first, with our own employees."
- "We specialize in SAP and software implementations. Wherever possible, we prefer to implement a new solution in-house first."

NTT DATA
Trusted Global Innovator

Company: NTT DATA Business Solutions Benelux
Headquarters: Is-Hertogenbosch, the Netherlands
Products and services: SAP software implementations and consultancy
Employees: 170 (2020)
Website: https://nttdata-solutions.com/bnl

From Excel Spreadsheets to an App

NTT DATA Business Solutions consultants travel extensively, both in the Netherlands and abroad. They travel to different customers' premises almost every day to work on various SAP implementations and business process optimisations. Every month, those visits to customers and the associated travel resulted in shoeboxes overflowing with receipts for meals, taxi fares, train and plane tickets or hotel accommodation. Our consultants then had to enter all of that data into Excel spreadsheets, staple the receipts to these, ask their managers to sign the forms, and send this huge stack of paper to Jos and his colleagues for approval and payment. Afterwards, the Finance Department had to capture the data from the Excel spreadsheets electronically, check this and make a payment to consultants for expenses incurred. This claims process was extremely time-consuming, for both our consultants and the Finance Department. Because of the repetitive manual actions, it was also prone to errors. The implementation of SAP Concur was therefore high on the wish-lists of all parties involved in this process.

An In-House Project

For the implementation of SAP Concur, Jos put himself in the shoes of his customer. Our consultants Marcel Selder and Kees Haarbosch attended a SAP Concur training course in Prague and supervised the project. Jos: "The project went very smoothly, particularly because it had to take place alongside our usual activities. In December, we tested and fine-tuned the solution and we went live on 1 January 2020 exactly. That was ideal, because that is the start of the new financial year. We have been using the solution for more than six months now and enthusiasm hasn't waned. Especially now that we work from home a lot because of Covid-19 and project managers aren't on-hand to sign things."

More Accurate and Faster

As well as saving time, the automated expense claims system offers many extra benefits, making the entry of costs incurred by consultants even more accurate. Jos: "In SAP Concur we can set up all kinds of conditions and exceptions to the rule, or a spending limit for certain expenses can be set. If a portion of a certain expense has to be charged to the customer, this can also be indicated in the system. It is also easier to register receipts where, for example, the cost of items are split between two departments. It is easier for consultants to claim expenses and easier for me to process them."Kees: "When you scan your receipt, the app immediately identifies to which cost item the expense claim should be added. The only thing you have to do is check the amount and the entry. You can also easily indicate when you have paid for your colleagues. This can then immediately be sent to your manager or the project manager for approval. They can use the app on their phones to approve your expense claim anytime and anywhere. Useful because, as a manager, you would usually have to sign a paper receipt, but now you can approve these from home in the evenings through just a couple of clicks in the app. In addition, managers can view the amounts and associated information at line level in the app; managers therefore have a better understanding and overview of the expenses booked against their project."

More Time for Innovation

In the past, the Finance Department would spend on average three days a month entering, checking and approving expense claims, but Jos and his colleagues now need just a couple of hours a month to process the data. Jos: "SAP Concur means less manual entry work for us, and because of that errors are less likely. What's more: 99% of data from SAP Concur can be transferred to the SAP ERP system. SAP Concur allows us to work a lot more efficiently and we now have time for innovations and process optimizations that we didn't get around to before."

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