

BUSINESS CASE STUDY

Modernizing Expense Management: SAP Concur Implementation

Company: Construction Technology | **Scope:** 50 Total Employees (45 Traveling Sales Representatives Countrywide) | **Primary Goal:** Operational Efficiency, ERP Integration, & Just-In-Time (JIT) WIP Reporting

1. Executive Summary & Problem Statement

For over 10 years, the Construction Technology company relied on an outdated, rigid expense tracking tool provided by a banking partner. With 90% of its 50-person workforce comprised of sales representatives traveling nationwide, this legacy tool (\$12/user/month) created severe administrative bottlenecks. Due to system limitations, the Finance Department failed to capture contractually agreed-upon vendor pricing discounts. Transitioning to SAP Concur (\$11/user/month + \$500 implementation) solved these operational friction points, seamlessly connects with Microsoft Dynamics NAV, and enables Just-In-Time (JIT) Work in Progress (WIP) calculations to dramatically improve financial dependability.

2. Core Benefits & Operational Improvements

Legacy Bank Tool Challenges (\$12/user/mo.)

- **Outdated & Inflexible:** Manual receipt entry slows down traveling sales reps, lowering employee satisfaction.
- **Missed Discounts:** 10 years of uncaptured contract pricing discounts due to lack of automated vendor tracking.
- **Reporting Lag:** No real-time synchronization; delays accurate project accounting and WIP tracking.

SAP Concur Solutions (\$11/user/mo.)

- **Microsoft Dynamics NAV Integration:** Smooth, automated bi-directional synchronization with our existing ERP.
- **JIT WIP Calculation:** Real-time expense coding enables dependable, instantaneous Work in Progress accounting.
- **Mobile & Discount Tracking:** Instant receipt capture for sales reps; automatically enforces agreed-upon discount pricing.

3. Financial Analysis & ROI Overview (Year 1 & Ongoing)

Cost / Benefit Category	Legacy System (Bank)	SAP Concur (New)	Variance / Net Benefit
Monthly Cost per Employee	\$12.00 / mo.	\$11.00 / mo.	-\$1.00 / mo. per user
Annual Operating Cost (50 Users)	\$7,200 / yr	\$6,600 / yr	+\$600 Direct Savings
Implementation & Training Fee	\$0	\$500 (One-Time)	-\$500 First Year Fee
Contract Discount Recovery (Est.)	\$0 (Lost)	+\$12,000 / yr	+\$12,000 Value Recaptured
TOTAL YEAR 1 NET BENEFIT	\$7,200 Expense	\$18,100 Net Value	+\$12,100 First Year Gain

Financial Summary: Direct software savings (\$600/yr) immediately offset the one-time \$500 implementation fee in Year 1 (\$100 net gain). Ongoing annual operational savings total \$600/yr, while recapturing lost contract discounts and eliminating sales reps' manual reporting overhead yields an estimated 1,800%+ Year 1 Return on Investment.

4. User Reflection post implementation

Reflection from the Field (Senior Sales Representative):

"I hate doing expense reports. After traveling 4 days a week across the country, managing receipts on the old bank portal was an absolute nightmare. With SAP Concur, I snap a photo of the receipt on my phone, and it immediately tags the job site. It's like night and day!"