



Grow
intelligently
with the right
tools to
manage expenses

Prepared for:
Small & Medium-Sized Businesses



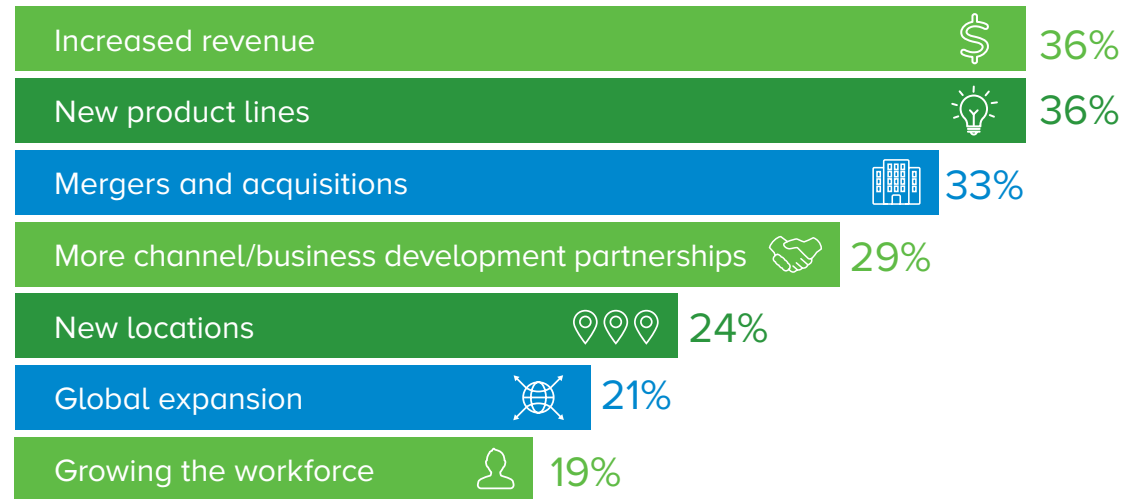
Grow intelligently with the right tools

Every business needs to grow in order to thrive. And although growth comes in many forms, all present unique opportunities and challenges for your business.

A recent survey conducted for Concur by emedia shows that businesses of all sizes define and pursue growth in different ways. Whatever form growth takes, small and medium-sized companies all face similar challenges—from cash-flow issues to expanding existing systems to adding tools tailored to new opportunities.

However your company defines growth, and no matter what strategies you use, you need the right tools to get where you want to go. Your company needs a system that tracks spending and revenue easily and efficiently, and also includes the ability to adapt as you grow. With the right partners and solutions in place, you can set your business on a path for successful growth.

How do businesses define growth?



Source: Concur emedia survey, March 2015

What tools do companies use to pursue growth?



Source: Concur emedia survey, March 2015



Organic revenue growth

When it comes to running a business and supporting organic growth, it's important to have the right tools and processes in place to scale with you. It can be increasingly difficult to get insight into all cash flow and to adjust policies accordingly if your business needs have outgrown your existing tools. To help you track every dollar and stay on top of cash flow, you need:

- The ability to proactively manage your budget.
- Insight into your revenue and spending.
- The flexibility to adjust your programs and policies as needed.

To make the most of your budget, you need to see where your money is going so you can control it. Concur can help you get transparency into your spending so you can make the right decisions for your business.

How Concur can help:

- **Concur® Expense** simplifies expense reporting and gives you detailed information into what your employees are spending.
- **Concur® Travel** booking and mobile tools ensure that your employees get the best prices on flights, car rentals and more.
- **Concur® for Mobile** keeps you connected to employee spending, wherever it occurs.
- **Concur® Intelligence** gives you the insights you need to act on new opportunities.

36% of companies cite increased revenue as a primary growth driver.*

63% of companies use reporting tools that provide visibility into all spend to pursue growth.*

*Source: Concur emedia survey, March 2015

Success Story: CB Technologies moves from a manual process to an automated one.

Before teaming up with Concur, CB Technologies, Inc. spent nearly 40 hours per week booking travel and managing expense reports. With Concur, that number has been reduced to around three hours per week, which allows people to focus on growing the business.

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Growing the workforce

Adding employees to your workforce can be as stressful as it is exciting. Although it's great that a booming business means hiring additional staff, growth can present new challenges, such as:

- Fostering a healthy and happy work culture that helps you retain existing employees.
- Hiring people with skills that bring new benefits to your business.
- Selecting tools that are easy to learn and scale as business demands.
- Training new employees on your tools and processes.

To drive a happy, productive culture and attract the best talent, more and more businesses are adopting simple mobile apps that give employees the tools to work however they want, wherever they are. Concur mobile apps make travel and expense simple, so your employees can focus on what they do best and your new hires can quickly get up to speed.

How Concur can help:

- Simplify training with mobile apps that work no matter where your employees are located.
- Reduce the time to submit and approve expense reports by 28%.^{**}
- Increase internal compliance to your travel policy by 10%.^{**}

^{**}Source: 2010 whitepaper by Aberdeen Group

Companies with poor cultures have
3x more employee turnover than those with rich cultures.*

*Source: 2012 study by Columbia University

Smartphones can reduce the cost to process expense reports by **40%**.^{**}

^{**}Source: 2010 whitepaper by Aberdeen Group

Success Story: Encell
Technology reduces expense report processing time by 80%.

Since adopting Concur, Encell Technology has doubled in size without adding a single full-time employee who is dedicated to travel and expense administration.

[View the case study >>](#)

New locations & emerging markets

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Whether expanding domestically or internationally, moving into emerging markets and locations is a common strategy for growth. While this kind of growth signals a new chapter for your business, it also comes with new challenges, including:

- Increased paper receipts and expenses to manage.
- More potential for out-of-policy bookings as business travel increases.
- Ensuring the safety of all employees, whether traveling or not.
- Staying connected to travelers when they're on the road.
- New payroll tax obligations resulting from employees traveling outside of their home states or countries.
- Managing sales and use tax when goods are manufactured in one state and shipped to another.

Failure to comply with state and local tax regulations or a sudden increase in invisible spending can have serious consequences for your business. You can make expansion easier by putting tools and processes in place that help you and your employees manage the challenges that come with new locations.

How Concur can help:

- **Expenselt® from Concur** eliminates paper receipts and simplifies expense reporting.
- **E-receipts** save time for travelers and ensure more accurate expense reporting.
- **Mobile tools** make it easy to get new employees up and running quickly.
- **Concur® TripLink** captures all travel bookings, whether they occur inside or outside of your program.
- **Concur® Risk Messaging** helps you keep track of all your business travelers.
- **Concur® Invoice** provides visibility into employee expenses and invoices.

24%

of companies cite new locations as a growth enabler for their business and 19% cite new employees.*

47%

of companies use e-invoicing or automated invoicing as a tool to pursue growth.*

*Source: Concur emedia survey, March 2015

Success Story: Salesforce.com standardizes, simplifies and streamlines expense management.

The Concur mobile app provided a convenient and simple way for Salesforce.com employees to submit, access and approve reports, and it enabled an 18-country solution to be implemented in just a few months.

[View the case study >>](#)



Global expansion

Globally expanding companies must navigate compliance, foreign taxes and currencies, regulatory structures, and the increased complexity of managing travel policies and supporting travelers. Some common challenges are:

- Managing multiple travel policies and capturing all travel data.
- Supporting multiple languages and currencies.
- Reclaiming Value Added Taxes (VAT) that are typically left completely or partially unclaimed.
- Complying with international laws and regulations.
- Choosing connected global financial systems that supply the right data at the right time.

It's a lot to manage, even for the most sophisticated companies. The good news is you don't have to go it alone. Concur makes growth a smooth journey for your existing offices, as well as your new locations.

How Concur can help:

- Connect and simplify travel processes with the ability to manage multiple policies in **Concur® Travel & Expense**.
- Support **multiple currencies** and languages.
- **Capture all traveler spending**, no matter where it's booked, with TripLink.

81% of companies use a defined travel and expense policy to pursue growth.*

*Source: Concur emedia survey, March 2015

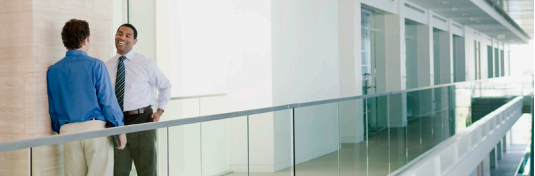
An estimated **€177 (\$215) billion** in VAT spend goes unclaimed across 26 European States.**

**Source: 2012 study by European Commission

Success Story: Warner Music Group saves big with Concur.

Warner Music Group leveraged Concur and Concur partner Taxback International to recoup \$250,000 in VAT spend with very little effort.

[Watch the video >>](#)



Mergers & acquisitions

Getting acquired by or merging with another company has a unique set of benefits and challenges that unite people and processes, and it requires scalable tools that can pull information from diverse systems. Some of the most common challenges with mergers and acquisitions are:

- Standardizing technology and processes across companies.
- Merging financials and spending into one place for greater visibility.
- Demand on IT time and resources.
- Onboarding employees and managing system adoption.

Concur works with diverse systems, including enterprise resource planning (ERP), human resources (HR) and accounting. This creates a cloud solution for travel and expense reports that works for everyone.

How Concur can help:

- **Concur Travel & Expense** helps create a single, connected process.
- **Mobile solutions** encourage adoption and policy compliance.
- **Concur cloud-based solutions** require no additional IT resources to implement or maintain.
- **Concur Invoice** helps automate accounts payable and provides insight into employee spending.

33%

of companies cite M&A activity as their primary growth driver.*

*Source: Concur emedia survey, March 2015

Success Story: Whidbey Island Bank achieves superior savings.

Customer challenge: Whidbey Island Bank doubled in size through new acquisitions, but it couldn't afford to double the time spent processing invoices.

Solution:

Concur® Invoice Management helps Whidbey Island Bank with 100% insight into spend, reduced costs, and standardized employee and category spend limits.

Results:

- With Concur, Whidbey Island Bank pays invoices five times faster—cutting cycle time from three weeks to four days.
- Whidbey Island Bank has reduced the A/P staff dedicated to invoices and expense reports by nearly 60% and completely eliminated duplicate invoices, charges and payments.

[View the case study >>](#)



Going public

Initiating an IPO is one of the biggest decisions a private company can make. As such, it's critical to have systems and controls in place that encourage the policy compliance and accountability you need when every action is under regulatory scrutiny. To ensure a successful IPO, companies put strong controls in place, including:

- Robust systems to manage risk and financial-reporting compliance.
- Internal controls and governance.
- Pre-built and customized ERP integrations that connect with accounting systems for easier reporting, improved compliance and automated efficiencies.
- Enterprise Identity Management that provides an audit trail for Sarbanes-Oxley compliance and ensures secure employee access.

There is a lot to keep track of in order to make sure that an IPO goes according to plan. That's why Concur helps ensure compliance at every step with a range of solutions that all work on the same platform.

How Concur can help:

- Oversee your spending at every step with **end-to-end policy compliance monitoring**.
- **Encourage policy compliance** upfront with built-in controls.
- **Reduce errors** with a streamlined, automated process.
- Capture expenses effortlessly via **mobile devices** and automatically create expense reports.
- Show that the books are in order with **robust reports**.

59%

of companies cite audit controls as a tool to pursue growth.*

*Source: Concur emedia survey, March 2015

Success Story: Educational Data Systems, Inc. saves time and improves compliance.

Customer challenge: EDSI needed an automated and integrated corporate-card and expense-reporting solution in order to drive efficiency, boost compliance and gain insight into expense data.

Solution:

By integrating the American Express Corporate Card with the Concur Expense reporting solution, EDSI streamlined its process, saved time and improved policy compliance.

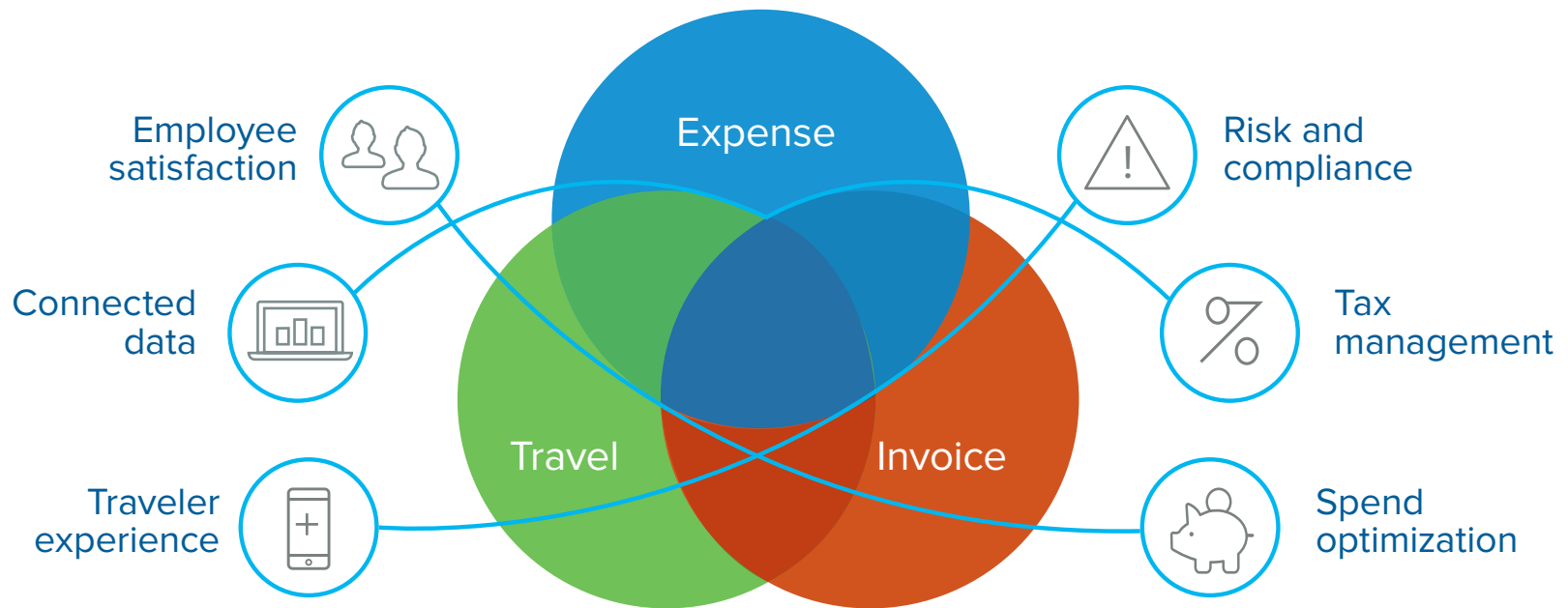
Results:

- EDSI cut time spent on expense reports by 70%, improved policy compliance by 20% and reduced employee time devoted to generating expense reports by 75%.
- EDSI gained complete insight into travel expenses and made expense reimbursement four times faster.

[View the case study >>](#)

Concur is with you as you grow

Solving the challenges that come with growth requires more than a one-and-done solution. You need a partner who can evolve and grow with you over time. That's why we take a forward-thinking approach to help you drive business success. Whether you're well down the path to growth or just taking the first steps, you need robust tools to see the big picture and make the right decisions. With tools to increase efficiency and connect your data, Concur provides the know-how you need to address the issues you're facing today and to prepare for what's next.



Learn how Concur can help you grow your business.
[Visit us online](#) and contact your Concur Representative today.

