# Integrated travel and expense management:

## The benefits of an end-to-end solution

# 01 | Introduction

Most employees travel for business. They could be attending an industry conference, meeting international colleagues or visiting a client. As a result, they will incur expenses that need to be reimbursed once they return from their business trip. Travel and expenses are intrinsically linked. So, why manage them separately?

Businesses have not always seen a connection between travel and expense (T&E) management. But since the majority of expense line items are a result of business travel, companies are increasingly considering the use of one solution to cover both processes.

When you combine T&E, some questions are easier to answer:

- Are expense claims aligned to my travel policy?

- Where can I find a full picture of T&E spend?

- Can I reclaim some international VAT?

To integrate T&E management, businesses usually look for software that can manage both processes from beginning to end. This is commonly referred to as an end-to-end solution.

The term end-to-end is used in the context of business performance. The premise is that any business process can be improved if unnecessary stages are removed. The results could be cost savings, faster delivery or even increases in customer or user satisfaction.

Since the majority of expense line items are a result of business travel, companies are increasingly considering the use of one solution to cover both processes.

# 02 | What does end-to-end T&E look like?

In the case of travel and expense management, the process begins when the need for a business trip is identified. It ends when the employee returns home and their expenses are reimbursed.

The complexity of T&E management within your company will depend on a number of factors including company size, number of employees, office locations and general need for employees to travel.

With an integrated solution, a typical business trip follows these stages:

**Request:** The need for the business trip and costs involved will be discussed between the employee and manager.

**Authorise:** A manager reviews the purpose and potential cost of the business trip before authorising the trip.

**Book:** The employee books the trip using an online booking tool.

**Travel:** The employee takes the trip and incurs expenses.

**Reclaim:** After the trip, the employee submits an expense claim.

**Approve:** The claim is checked and approved prior to being paid.

**Reimburse:** The employee is paid.

**Analyse:** The business can analyse T&E data to make sure expenses comply with a variety of government legislation, company policy and to negotiate discounts with preferred suppliers.

By integrating and automating the entire end-to-end process, you can save time and money without compromising on compliance.

> "It's not always easy to persuade senior management that T&E is a high priority but when you consider between 7% and 10% of an average company's budget relates to T&E expenses, the argument becomes more compelling."
>
> *Aberdeen Group*

# 03 | What are the benefits of integration?

Integrated T&E solutions offer a number of benefits, for your business and for your employees. Cost savings, increased compliance and an improved experience for employees when travelling is just the beginning.

### Cost savings

Integrated travel and expense management helps you see what is being spent, where and when. You can decide when employees need to seek approval for their business trips and set customised spending limits. By capturing T&E data in one place, you can spot cost saving opportunities more easily.

### Increased compliance

By incorporating your company policy into your T&E solution, everyone involved in the end-to-end process can identify compliant travel options. Using reporting tools, you can see spot common issues and educate employees to prevent future non-compliant spend.

### Improved experience

With Concur, expense claims automatically populate as employees are on their business trip. Travel alerts make the trip run smoothly reminding employees when it's time to check in or if their flight is delayed. The ability to photograph receipts with the mobile app and e-receipt management saves them time while giving you access to reliable data.

> "Companies using an automated expense solution have reduced the cost of each expense claim transaction by more than 75% and have 50% lower processing costs than others who are still using manual processes."
>
> *Aberdeen Group*

| Before T&E Integration | After T&E Integration |
| --- | --- |
| Complex booking process | Simplified booking process |
| Disparate information | One source of information |
| Costly booking and supplier fees | Reduced booking and supplier fees |
| Minimal policy compliance | Increased policy compliance |
| Lack of spend visibility | Improved spend visibility |
| Misinformed decisions | Informed decisions |
| Dissatisfied employees | Satisfied employees |

# 04 | What can I do about it?

If your business is still grappling with separate travel and expense processes, it's time to consider a new way of working.  Everyone can benefit from a simplified, integrated, end-to-end process.

Concur is not a one-size-fits-all solution. We work with you to understand your challenges so we can implement a solution that is personalised to your travel and expense policy and delivers the results you want and need.

By integrating T&E management with Concur, you can:

- Access a single source of reliable data

- Analyse a number of reports from your T&E spend

- Identify preferred suppliers for better negotiations

- Capture direct bookings and "leakage"

- Improve the experience for employees

*"Concur's automated expense product provided the 'giant leap' forward we needed to make. Our claims system is now simple, fast and intuitive, and users can 'self-select' cost-effective travel opportunities to save time and money at every level."*

*Travel and
Expense Manager,
University of Nottingham*