

Think expense claims are trivial?

Here's a **US\$92k** reason not to ignore it.



The expense claim process is often viewed as trivial and is overlooked in organisations, but an SAP Concur survey has found that the productivity impact and business cost of this prosaic task can be enormous.

US\$92,400

Potential annual savings per organisation²

US\$21.5 billion

Potential annual GDP gains in Asia Pacific¹

By reducing 10% of time spent on expense claims



Average time per month spent on filing expense claims



Average time per month spent on approving expense claims



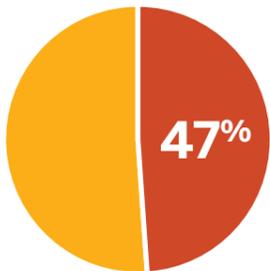
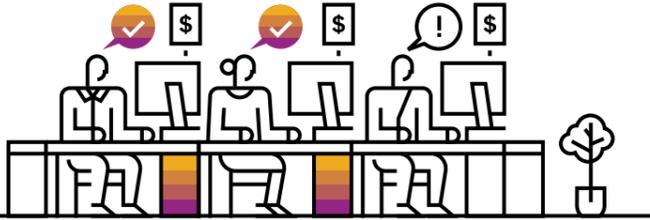
In this age of pervasive digitisation,

38% employees are still filing their expense claims manually

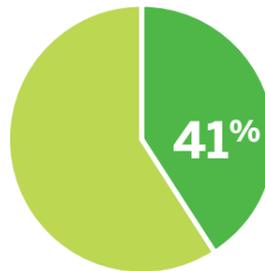


2 in 3

Employees link work satisfaction with finance and admin experiences



are less than satisfied with the amount of time and effort they now spend on finance matters



are less than satisfied with the time and effort incurred in managing their business travel

Redefining Productivity In A New World Of Work



Automate Expense and Business Travel Management

Automation takes repetitive, manual aspects out of routine finance and administrative tasks, saving employees time so they can focus on meaningful work



Make Business Travel More Streamlined and Personalised

Organisations should modernise systems to better meet employee needs, and improve controls, visibility and duty of care readiness



Optimally Support Remote Work

Digitising manual processes and reviewing expense policies are key to improving collaboration and employee experience

Download the full whitepaper at www.concur.com.sg/newworldofwork

The SAP Concur brand commissioned the Finance in the New World of Work Study 2020, which was conducted by Asia Insight (www.asiainsight.com) in May 2020. The study was conducted across Asia Pacific with 2,012 respondents who are finance and expense users from organisations with more than 250 employees. Markets featured in the study are Australia, China, Hong Kong, Indonesia, India, Malaysia, New Zealand, Philippines, Singapore, South Korea, Taiwan, and Thailand. Respondents work in the financial services & insurance, retail, manufacturing, public sector/government, healthcare, education, technology, professional services and automotive industries. About 71% of respondents have expense approval responsibilities, of which 18% are senior management, 41% are middle management, 24% are managers and 9% are officers/executives. Some 82% of respondents are business travellers, with 60% travelling for work one to five times a year.

¹To calculate the savings to be reaped from automating manual expense claim processes, Asia Insight created an economic loss model based on macro-economic data compiled by the International Labour Organization (ILO). This model divides the GDP of each market by its total number of workers to derive the average output per worker. The model then assumes a 10% reduction in wasted expense submission/review/approval time, and multiplied it by the number of information workers in each market to get the economic gain per market. These market gains are then aggregated to project the overall Asia Pacific gain of US\$21.5 billion.

²Similarly, gains can be projected for individual businesses. ILO statistics show that the average output of one hour of a worker's time in Asia Pacific is US\$7.70. If a business currently incurs 10,000 man-hours per month on expense claims and could save 10% of that time, it would have conserved 1,000 man-hours per month, translating to a benefit of US\$7.70 x 1,000 or US\$7,700 per month or US\$92,400 per year.