



SAP Concur 

Ericsson Realizes Increased Control, Efficiency and Cost Savings Globally with SAP Concur

Quick Facts

Company Name

Ericsson

Solutions

- Concur® Expense

Industry

Telecommunications

Company Size

116,000 employees

Location

Headquarters in Stockholm, Sweden

Why SAP Concur?

- Automatically records and reports VAT
- 100 percent employee adoption rate
- Increased employee and manager efficiency with automated solution
- Leverage expense claim data to negotiate favorable supplier rates
- Dramatically cut expense reimbursement time from two months to six days
- Increased control and visibility into travel spend through powerful reporting

ABOUT ERICSSON

With its ongoing innovation and commitment to technology, Ericsson has been the telecommunications industry leader since the late 1800's. With a presence in 175 countries and offices in 108 countries, the company relies on solutions that meet the needs of their employees across the globe.



Choosing SAP Concur

Using multiple expense management systems – from manual to Web-based – was costly and inefficient for Ericsson to manage. The company lacked control and had no means to track travel spend. Ericsson looked for an on-demand global solution that would reduce costs and universally meet the needs of its employees.

After a brief pilot, Ericsson implemented SAP Concur, a Web-based, on-demand service that streamlines and automates the expense process. As a global expense management solution, SAP Concur drives significant costs out of the expense process by automating the processes Ericsson

uses to manage employee spend. In just the matter of a few months, Ericsson implemented SAP Concur in India, Sweden, The Netherlands and Germany.

“Concur is the perfect system for us,” says Ali Sadek, Ericsson’s global travel and expense manager. “The most important thing for us was to have one standard global process. The second most important thing to us was to control costs and know how much we’re spending and analyze why we’re travelling. With Concur, we have all that.”



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MANAGING VAT

When it came to choosing an automated expense solution, the powerful global functionality of SAP Concur met the needs of a multinational company like Ericsson. Prior to using SAP Concur, Ericsson employees manually entered VAT, travel allowance and currency rates into expense reports. With SAP Concur, VAT is automatically recorded and reported in both local and foreign VAT, travel allowance reimbursement rates are automatically presented, and currency rates are automatically captured. SAP Concur makes it easy for Ericsson's employees to complete their expense report quickly, with minimal effort.

REPORTING, VISIBILITY AND NEGOTIATED RATES

With the powerful reporting capabilities of SAP Concur, Ericsson now has the ability to monitor the suppliers that employees frequently book. With SAP Concur, management can quickly analyze employee spend data to optimize supplier negotiations, spend management and fraud reduction. Now that Ericsson has a better view into their employee spend, the company can negotiate better deals with suppliers they use most, like hotels and taxis. Plus, the reporting and access to precise data allows Ericsson to ensure their contracted rates with suppliers are being honoured.

"The control and transparency of being able to see what we're actually spending saves us money," Sadek says.

AMERICAN EXPRESS INTEGRATION

Ericsson has gained additional visibility into employee spend as a result of its global corporate card agreement with American Express. By integrating SAP Concur with a corporate credit card, expense data is automatically imported and pre-populated into the expense report, saving time and improving accuracy. "The general corporate card functionality is a big advantage for Ericsson employees," Sadek says. "By using American Express, it makes it easier for travellers to claim their expenses and saves time, as the corporate card is linked to Concur."

EXPENSE REPORTS MADE EASIER

Delivered over the Web, SAP Concur is intuitive and user-friendly, enabling employees to quickly create their expenses. With SAP Concur, Ericsson employees are reimbursed in six days, rather than up to two months. The speed of reimbursement not only increases user satisfaction, but has also helped Ericsson realize a 100-percent employee adoption rate.



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Not only does SAP Concur increase productivity for employees, but it also benefits management. With the automated solution of SAP Concur, Ericsson management can quickly review, approve and process expense reports – a great improvement from Ericsson’s once costly, manual, spreadsheet-based expense reporting process.

“For management, approving an expense report is easy,” Sadek said. “They push one button to approve expense reports. That’s it.”

Since adopting the automated, on-demand expense reporting process of SAP Concur, Ericsson has realized increased control, efficiency and cost savings. After seeing great success, Ericsson is deploying SAP Concur in 28 additional countries within the next five months.

ABOUT SAP CONCUR

SAP® Concur® is the world’s leading provider of integrated travel, expense, and invoice management solutions, driven by a relentless pursuit to simplify and automate these everyday processes. With SAP Concur, a top-rated app guides employees through every trip, charges are effortlessly populated into expense reports, and invoice approvals are automated. By integrating near real-time data and using AI to audit 100% of transactions, businesses can see exactly what they’re spending without worrying about blind spots in the budget. SAP Concur eliminates yesterday’s tedious tasks, makes today’s work easier, and helps businesses run at their best every day. Learn more at concur.com or at the SAP Concur [blog](#).



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