



Concur and Bon Secours Partner to Support the Best Result

About Bon Secours Health System, Inc.

Named “Most Wired for 2013” among more than 1,700 hospitals by the American Hospital Association’s Health Forum, Bon Secours Health System, Inc. created robust clinical information systems to significantly enhance patient care. Improving back-office systems has not lagged behind. Headquartered in Marriottsville, Maryland, Bon Secours manages operations in Maryland, South Carolina, Virginia, New York, Kentucky, and operates 20 hospitals, 5 nursing care facilities, 4 assisted-living facilities, and 14 home-care services.

“Many of our employees love Concur. It’s intuitive, mobile, and user-friendly. Compliance with our travel policies has significantly improved”

Felicia Lawrence, Travel and Expense Administrator, Bon Secours

A Complete Solution

Two years ago, Bon Secours deployed Concur T&E solutions across the system to support its commitment to “progress through innovation” from the patient bedside to the organization’s financial operations.

More than 17,000 Concur users submit approximately 3,800 expense reports monthly for a total of \$13.M in annual T&E spend. “Before Concur, our process was disjointed and inconsistent,” says Felicia Lawrence, Travel and Expense Administrator for Bon Secours. “Every facility had its own system and T&E data was transmitted manually, which was time consuming for report submitters and A/P staff and often resulted in errors. We had limited visibility into spend.” Bon Secours now possesses accurate spend data “at our fingertips”: hotel expenses, car mileage, meals, and expenses related to meeting attendees.



BON SECOURS HEALTH SYSTEM

Company Name

Bon Secours Health System, Inc.

Solutions

Concur Expense, Concur Travel, Concur Managed Reporting, Concur for Mobile

Industry

Healthcare

Number of Employees

22,000

Location

US

“Deploying Concur solutions is one of the best business decisions we’ve made”

Felicia Lawrence, Travel and Expense Administrator, Bon Secours

“Many of our employees love Concur. It’s intuitive, mobile, and user-friendly. Compliance with our travel policies has significantly improved,” says Lawrence. “Our Concur team is very responsive and reliable. They understand our industry’s complex needs and attempts to deliver solutions to help support our mission and goals. Bon Secours Health System, Inc. is dedicated to our patients and employees. Concur is committed to us.”

- With Concur Business Intelligence Reporting, Bon Secours tracks \$1.4M in car mileage (285,000 miles annually) to make strategic decisions about routes, personnel, and schedules.
- No paper. No lost receipts. No paper storage. Instant Access to Data. With Concur e-receipt solutions, the Bon Secours A/P system supports real-time access to more than 1000 individual credit cards for its travelers integrated in one end-to-end automated T&E solution.
- Aggregated T&E data has enabled Bon Secours to negotiate per-room/per-night with preferred hotel suppliers.
- Visibility into travel spend has improved compliance. Integration of Bon Secours travel policy into the solution supports Bon Secours mission and standards.
- Concur solutions have helped Bon Secours streamline and accelerate the expense approval process across multiple remote locations.

“Deploying Concur solutions is one of the best business decisions we’ve made,” says Lawrence. “You need a partner who understands your organization’s specific needs and goals, especially given healthcare reforms. Working with Concur has been a great experience.”

