



SAP Concur 

SAP Concur Grab Case Study | EXTERNAL
Concur® Expense | Expense Pay

Grab Hails SAP Concur a Total Success — Helping Save Hours in Expense Management Time

Quick Facts

Company Name

Grab

Solutions

- Concur® Expense
- Expense Pay

Industry

Ride-hailing platform

Company Size

2,000 employees

Location

Asia Pacific

Why SAP Concur?

- Staff save hours each month
- Grab maximizes staff retention
- Finance team improves efficiency
- Reimbursement is consistent and card payments on time
- Scalability to support expansion
- Partnership helps to drive growth

ABOUT GRAB

Grab is South East Asia's leading ride-hailing platform. The company solves critical transportation challenges to make transport freedom a reality for 620 million people. Grab's core product platform includes commuting options for drivers and passengers with an emphasis on convenience, safety and reliability. Recent innovations in new services include carpooling (GrabHitch), ride-sharing (GrabShare) and corporate solutions (Grab for Work). It currently offers services in Singapore, Indonesia, Philippines, Malaysia, Thailand and Vietnam.



Grab is changing the way people travel in South East Asia (SEA). The company needed a way to simplify expense management and chose SAP® Concur®, identifying with the company's SEA focus and global footprint. Today, personnel spend much lesser time on managing their expenses and stay more focused on driving the Grab business forwards.

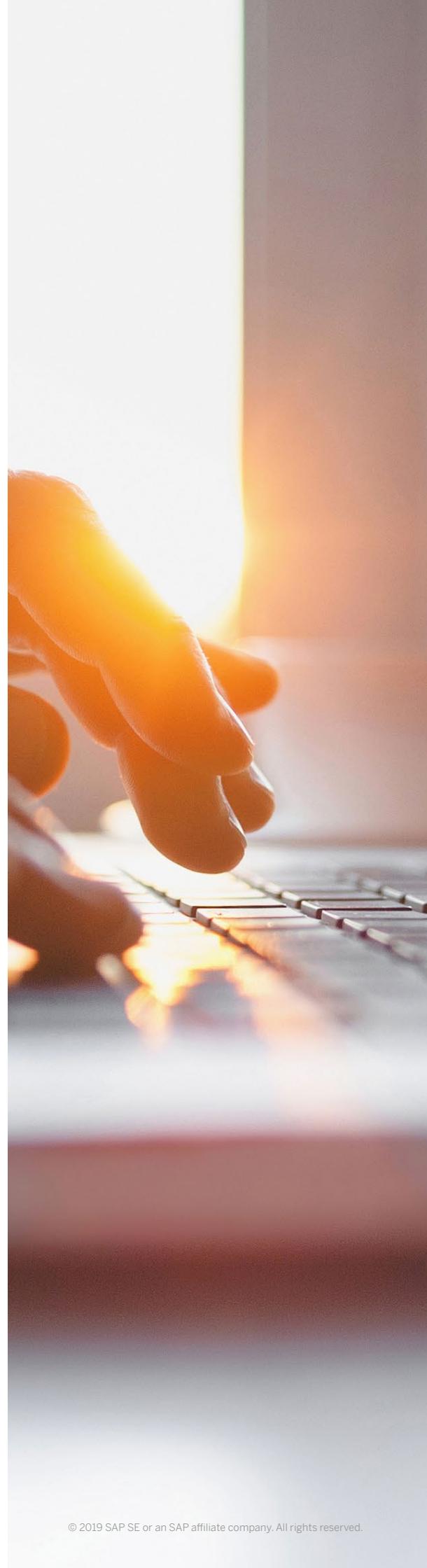
TIME FOR A CHANGE

Alex Tran at Grab was all too familiar with the pain of expense management. As Head of Marketing and Operations at Grab, he flies regularly for work, stays in hotels, entertains clients, and incurs costs for land transportation. A couple of years ago, managing the mass of receipts for all these activities and completing related expense reports were a nightmare. "It used to take up hours of my time," he says. Yet, Tran was just one of many Grab employees who faced the same problem. "I wasn't alone. My colleagues lost hours to expense management too."

Expense processes were mostly manual. There was an expense solution in place but it wasn't reliable, says Tran. Apart from his immediate colleagues' pain with filing expenses, the finance staff had their fair share of complaints too. Payments weren't automated, putting pressure on them to reimburse people on time. They also lost hours of productive time on data entry and had to ensure all the receipt documentation was for compliance purposes.

"We all save many hours a month with Concur Expense — and stay focused on work. Plus, everyone knows exactly when they'll be reimbursed."

Alex Tran, Head of Marketing and Operations, Grab



THE SEARCH FOR A DIFFERENT SYSTEM

Grab decided to act, and Tran and other stakeholders laid out what they were looking for. “We wanted a cloud-based solution that minimized the amount of time we spent on system management, took away all of our expense problems, and automated everything,” he says. But more than that, Grab wanted to work with a company that was as focused on innovation as it was. Adds Tran, “We also sought an organization that mirrored our focus on SEA.”

A SMOOTH JOURNEY

Grab chose Concur® Expense, a cloud-based solution that optimizes expense management, helping businesses save time and reduce costs. The in-house Grab IT team collaborated with SAP Concur for the deployment of Concur Expense, which was completed quickly in three months. As Tran remembers, “The collaboration was excellent and helped us avoid any implementation problems.” He says the SAP Concur team also provided complete knowledge transfer and comprehensive documentation for Grab staff to start using the cloud solution to maximum effect very quickly. Tran adds, “There was a lot of excitement around the implementation of Concur Expense because everyone knew it would have a major impact on the productivity of staff and improve work-life balance.”

Grab also implemented Expense Pay, an add-on service to simplify reimbursements. The service was chosen to handle payments for approved expense claims for Grab personnel based in the Singapore office. It reduced the risk of errors and ensured that employees are paid on time.

ARRIVING AT EXPENSE AUTOMATION

Grab staff now manage their expenses in a more effective way. Says Tran, “The pain of managing expenses has gone away thanks to SAP Concur solutions, and we have greater control over our expense management and reporting processes.” The Concur Expense solution has been rolled out to staff in Grab offices across SEA.

Like his colleagues, Tran uses the SAP Concur mobile app to keep track of his expenses and submit reports. He also uses the same app to analyze and sign off on expense claims from his team. He comments, “We all save many hours a month with Concur Expense – and stay focused on work. Plus, everyone knows exactly when they’ll be reimbursed.” Here are some of the other tangible business outcomes:

- Staff report a high level of satisfaction with Concur Expense
- Grab maximizes staff retention particularly among digital natives

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Alex Tran, Head of Marketing and Operations, Grab

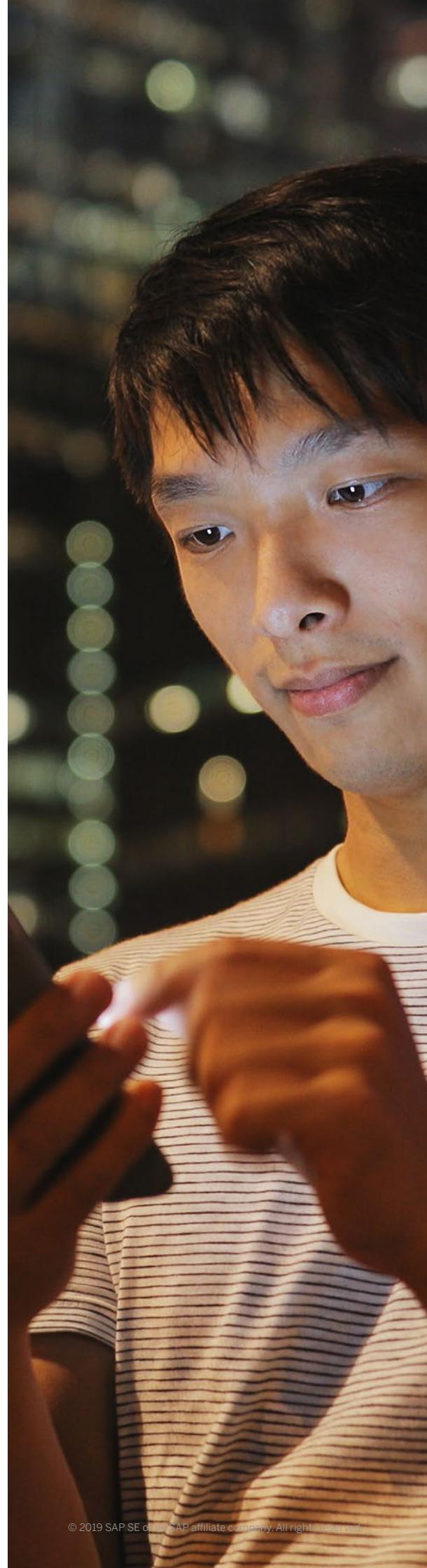
- Finance team has reduced workloads and can get on with other highly valued tasks
- Company ensures employee reimbursement is consistent and corporate credit cards are paid on time
- Grab finds a solution that is easy to scale with business growth

EVOLVING PARTNERSHIP

The relationship between Grab and SAP Concur is strengthening. “I think we’re both driven by innovation and making people’s lives easier,” says Tran. Already, customers using SAP Concur solutions can integrate the Grab app into their SAP Concur platform so Grab receipts flow straight into Concur Expense. Now, the relationship is moving to the next level as both companies are looking at joint-marketing strategies for the corporate Grab for Work solution and leveraging SAP Concur solutions for effective expense management and reporting. Comments Tran, “Our solutions are talking to the same audience with the goal of increasing efficiency, enhancing productivity, and lowering business costs.”

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.sg or at the SAP Concur [blog](#).



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