



SAP Concur 

SAP Concur Case Study | EXTERNAL

Mitsui & Co. (Asia Pacific) drives innovation in travel and expense management with Concur

Quick Facts

Company Name

Mitsui & Co. ASIA PACIFIC

Solutions

Concur® Travel
Concur® Expense
Concur® Mobile

Industry

Wholesale Distribution

Company Size

43,611 employees

Location

Asia Pacific

Why SAP Concur?

- Up to 50% reduction in time to complete expense claims using mobile capabilities
- Increased employee productivity and improved back-office efficiency
- Corporate compliance region-wide
- Simplified management
- Driving innovation in administrative processes
- Business insights for better decision making
- An evolving platform to develop a Mitsui specific ecosystem on
- Stringent security controls on the data

ABOUT MITSUI & CO

Mitsui is one of the world's most diversified and largest comprehensive trading, investment, and service companies. It has annual revenues of more than USD 42.1 billion, operates in 66 countries/regions and has a consolidated staff of 43,611. The regional headquarters in Singapore operates in 11 business areas and manages the overall business activities in the Asia Pacific region through more than 25 offices in 14 countries.



MITSUI & CO.

Mitsui & Co., Ltd. ('Mitsui') is known for its diverse business interests and pursuit of innovation. With the organization expanding across Asia, it sought to boost compliance and efficiencies through cloud IT and a strategy of digitization, connectivity and mobility. The company identified the Concur platform as a way to standardize travel and expense processes, and as a solution to drive innovation through the richness of its offerings.

“We are very satisfied with our IT investment in Concur. We now have a platform to deliver our broader aims of migrating IT systems in Asia to the cloud and **standardizing operations across the region.**”

- Ikuo Hayashi, General Manager of the Information Systems Department, Planning Division, Mitsui & Co. ASIA PACIFIC

DIGITIZATION AND STANDARDIZATION

What separates Mitsui & Co. ASIA PACIFIC from other businesses is its vision. The organization has become a leading corporate group in the global Fortune 500, through its talent to find new ways to increase value in different industries. Mitsui understands that IT can be an accelerator for business, and a vital tool for standardizing processes across regions with in-country complexities. Right now, with operations in Asia expanding.

Mitsui & Co. ASIA PACIFIC is pursuing a strategy of digitization, connectivity and mobility through cloud-based solutions to align its operations and find new efficiencies and better ways of working. Mr. Hayashi says, “Mitsui is strongly focused on growing its Asian operations. Already, we have 25 offices across 14 Asian and Oceania countries. During that growth, we identified areas we needed to improve. For example, there was no standardization around managing travel or expense claims.” Some systems were paper-based, and staff could lose hours each

week completing travel requests or making claims and then correcting errors.

DRIVING INNOVATION

Just as importantly, Mr Hayashi and his colleagues could see the larger potential of a technology such as Concur. “We identified the quick wins and could reduce the time taken to complete travel and expense forms. Plus, it was straightforward to cut approval cycles and lower the cost of transactions. But most importantly, we saw Concur as a platform on which to innovate and create an eco-system.” In Mr Hayashi’s words, the eco-system could deliver important savings to Mitsui in Asia through the development of shared services. Additionally, the seamless integration of Concur’s service with their current ERP system allowed relevant stakeholders to be kept on track.

As part of the deployment, Mitsui & Co. ASIA PACIFIC also completed the rollout of Apple iPhones to staff across the region, enabling

personnel to take full advantage of the Concur mobile app. Right now, staff are receiving training on the core functionalities of Concur Expense, but a number of quick wins have already been identified:

- Potentially up to 50 percent reduction in time to complete expense claims using mobile capabilities.
- Greater efficiency among Mitsui & Co. ASIA PACIFIC finance personnel due to simplified approval processes.
- Strengthening of regulatory compliance across Asia despite the complexities of in-country regulations.
- Reduction in workload to Mitsui & Co. ASIA PACIFIC IT personnel since Concur is delivered as a cloud service.

GROWING VALUE

The team at Mitsui & Co. ASIA PACIFIC is excited about future developments using the Concur platform. The company will roll out Concur Travel alongside Concur Expense and the mobile app in the near future to handle the region's 700-plus monthly travel requests.

Mr Hayashi says, "We are satisfied with our IT investment in Concur and are developing further opportunities to improve employee productivity, thanks to less time spent inputting information and correcting expense report errors. We now have a platform to deliver our broader aims of migrating IT systems in Asia to the cloud and standardizing operations across the region."

Judy Goh Sok Xian, Project Manager of Concur Project, Mitsui & Co, Asia Pacific adds, "Employees using the Concur Mobile app can complete travel and expense forms 50 percent faster. This is increasing productivity and ultimately reducing administration costs."

Mr Hayashi and his team have plans to begin mining the data from Concur to help boost the efficiency of employee spend on travel and expenses. "We will use the data to identify patterns like frequently used hotel chains and see how we can leverage this data to formulate group-wide policies," he says.

"Employees using the Concur mobile app will be able to **complete travel and expense forms 50 percent faster**. This increases employee productivity and reduces administration costs."

- Judy Goh Sok Xian, Project Manager of Concur Project, Mitsui & Co. ASIA PACIFIC

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