

Alfresco find an innovative way to get expenses done on the go with Concur's mobile application

Alfresco Software was formed in 2005 and is the leading open source alternative for enterprise content management (ECM). It couples the innovation of open source with the stability of a true enterprise-class platform. The company recently decided to automate their expenses process and implemented Concur.

The Challenge

For Alfresco, as an IT innovator and an early adopter of technology, it was obvious that any solution they used to automate their expense process would need to be innovative too. They found that with Concur they had the option not just to automate a previous manual procedure, but to take this functionality out of the office whilst they were doing business, on their smartphones, via Concur's mobile application.

So when they took the decision to implement Concur they saw the opportunity to roll out Concur's mobile application at the same time. In fact, they saw this as the perfect way to encourage their users to adopt the new automated way to process their expenses.

"The mobile app has helped employee acceptance" added Nicole.

It has proved so popular that 40% of Alfresco employees are already using Concur's mobile application to add, amend, submit and approve their expenses.

"The free mobile app just makes it easier" Nicole Kruggel, Accountant and Concur Administrator at Alfresco.

Doing their expenses on the go:

Concur's mobile application is an extension of Alfresco's Concur solution and allows them to get their expenses done while they are out and about. Their Sales team in particular like that they can add expenses they have generated when meeting clients during the day, whilst they are on the train travelling back to the office.

Submitting and approving expenses on the go:

Managers at Alfresco are using the mobile application to approve expenses, only reverting to their online app, when there are exceptions that need to be addressed.

The Additional Benefits

Alfresco's corporate expense policies are incorporated in Concur irrespective of the platform so travellers can easily see what is inside or outside policy.

Reducing the paper trail:

Concur's mobile app has also helped Alfresco with their business initiative around a paperless office as employees are able to use their smartphones to take images of their receipts, and physical receipts are no longer required as evidence of expenses.

"Concur has helped us to automate our expense process, and to integrate our workflow. It saves us time - I don't even want to think back to before" commented Nicole Kruggel, Accountant and Concur Administrator at Alfresco when she spoke to Concur recently.

Company: Alfresco Software

Solutions: Concur with Expense online and Concur's mobile app

Extended Services: User Support Desk

Industry: IT/ Documentation and Content Management

Company size: 170+ employees based in 11 countries

Smartphone/Mobile devices used: Predominately iPhones in the UK

Key Features

Alfresco replaced their previous manual expense process with an **automated solution** and have benefitted from increased visibility into employee spend on expenses.

The Benefits

- Easier for employees to use and access.
- Managers can review employee claims without being in the office.
- Automation of back office.
- Improved visibility into spend.
- Data can easily be exported to other systems.

Ensure accurate claims

It had reduced user error by allowing employees to allocate the expense to predefined categories and flag any exceptions.

"Employees would claim, for example, £50 for 'Travel to Customers'. We always had to double check if that expense related to mileage, train, meals etc. This wasted their time and our time!" commented Nicole.

Save finance time

Another major benefit of implementing Concur has been quicker approval of claims.

"Approvals can now be done very, very quickly; I can process 50 claims in half an hour, previously it took 20 minutes per claim" added Nicole.

Extended Services

Alfresco also use the following extended service to enhance their Concur solution:

User Support Desk

- End user support via telephone or email
- A quick resolution of problems