

Concur Gives Organization Best-in-Class Travel and Expense Experience

Company: Cannon Cochran Management Services, Inc. (CCMSI)

Implementation: Concur® Premier - Travel & Expense and Concur for smartphones

Industry: Risk Management and Claims Administration Services

Company size: 900 employees

CCMSI travelers—from the executive suite to the sales team—want to focus on business, not on travel logistics and paperwork. With Concur, CCMSI has a solution that balances control, flexibility and cost savings, resulting in compliance and visibility – all in one seamless solution. “The integration between [Concur and Concur’s mobile solution] is a huge benefit for us,” says CCMSI Vice President and Controller Tiffany Garwood. “Travelers have everything they need in one place they can access anywhere anytime without a single scrap of paper. Itineraries and expense reports sync automatically from mobile devices to desktops.” Concur satisfies CCMSI travelers and leadership with benefits including:

- Integration between on-demand travel and expense solution and smartphone provides employees and managers with automated access to travel information, itineraries and expense reports 24X7.
- Concur for smartphones’ one-click approval process makes last-minute travel quick and in policy for employees and managers.
- Shared itineraries saves time and streamlines travel planning.
- RideCharge virtually eliminates the wait time for taxi or car service between airports, meetings and hotels.
- Concur for smartphones’ maps, directions and travel locations information functionality help travelers navigate new locales quickly and easily.
- Automated T&E process eliminates paper, saving time and money.
- Customized travel preferences comply with company policies and keep travelers satisfied and productive.

According to CCMSI, Concur has provided complete visibility into travel spend, helping the organization make smart policy decisions and better manage costs. “For the first time, we could see what we were actually spending per trip, and we’ve been able to reduce travel costs significantly as a result,” says Garwood. “Concur’s extensive travel content offers our employees plenty of choices, but we can still hold our travelers’ accountable and maintain tight control. It’s a definite win-win.”