

# Ericsson realises increased control, efficiency and cost savings globally with Concur Expense

Company: Ericsson  
Implementation: Concur® Expense  
Industry: Telecommunications  
Company size: 75,000 employees  
Corporate Card: American Express  
Global Commercial Card



**“The control and transparency of being able to see what we’re actually spending saves us money.”**

With its ongoing innovation and commitment to technology, Ericsson has been the telecommunications industry leader since the late 1800’s. With a presence in 175 countries and offices in 108 countries, the company relies on solutions that meet the needs of their employees across the globe.

Using multiple expense management systems – from manual to Web-based – was costly and inefficient for Ericsson to manage. The company lacked control and had no means to track travel spend. Ericsson looked for an on-demand global solution that would reduce costs and universally meet the needs of its employees.

After a brief pilot, Ericsson implemented Concur® Expense, a Web-based on-demand service that streamlines and automates the expense process. As a global expense management solution, Concur Expense drives significant costs out of the expense process by automating the processes Ericsson uses to manage employee spend. In just the matter of a few months, Ericsson implemented Concur Expense in India, Sweden, Netherlands and Germany.

“Concur is the perfect system for us,” Ali Sadek said, Ericsson’s global travel and expense manager. “The most important thing for us was to have one standard global process. The second most important thing to us was to control costs and know how much we’re spending and analyse why we’re travelling. With Concur, we have all that.”

When it came to choosing an automated expense solution, Concur’s powerful global functionality met the needs of a multi-national company like Ericsson. Prior to using Concur, Ericsson employees manually entered VAT, travel allowance and currency rates into expense reports. With Concur, VAT is automatically recorded and reported in both local and foreign VAT, travel allowance reimbursement rates are automatically presented, and currency rates are automatically captured. Concur makes it easy for Ericsson’s employees to complete their expense report quickly, with minimal effort.

With Concur Expense’s powerful reporting capabilities, Ericsson now has the ability to monitor the suppliers employees frequently book. With Concur, management can quickly analyse employee spend data to optimise supplier negotiations, spend management and fraud reduction.

## HIGHLIGHTS

### THE PROBLEM

- Utilised numerous expense management processes
- Lack of effective process to gather spend data and trends
- Lengthy expense reimbursement cycle time
- Time-consuming and ineffective process to file expenses

### THE SOLUTION

- Valuable information on T&E spend data and trends
- One seamless, global expense reporting solution
- Process to file and approve expense reports is quicker and more efficient
- Stores international currency rates for automatic conversion
- Powerful travel allowance capabilities

### THE BENEFITS

- Automatically records and reports VAT
- 100 percent employee adoption rate
- Increased employee and manager efficiency with automated solution
- Leverage expense claim data to negotiate favourable supplier rates
- Dramatically cut expense reimbursement time from two months to six days
- Increased control and visibility into travel spend through powerful reporting

Now that Ericsson has a better view into their employee spend, the company can negotiate better deals with suppliers they use most, like hotels and taxis. Plus, the reporting and access to precise data allows Ericsson to ensure their contracted rates with suppliers are being honoured.

“The control and transparency of being able to see what we’re actually spending saves us money,” Sadek said.

Ericsson has gained additional visibility into employee spend as a result of its global corporate card agreement with American Express. By integrating Concur with a corporate credit card, expense data is automatically imported and pre-populated into the expense report, saving time and improving accuracy.

“The general corporate card functionality is a big advantage for Ericsson employees,” Sadek said. “By using American Express, it makes it easier for travellers to claim their expenses and saves time, as the corporate card is linked to Concur.”

Delivered over the Web, Concur Expense is intuitive and user-friendly, enabling employees to quickly create their expenses. With Concur, Ericsson employees are reimbursed in six days, rather than up to two months. The speed of reimbursement not only increases user satisfaction, but has also helped Ericsson realise a 100-percent employee adoption rate.

Not only does Concur Expense increase productivity for employees, but it also benefits management. With Concur’s automated solution, Ericsson management can quickly review, approve and process expense reports – a great improvement from Ericsson’s once costly, manual, Excel-based expense reporting process.

“For management approving an expense report is easy,” Sadek said. “They push one button to approve expense reports. That’s it.”

Since adopting Concur Expense’s automated, on-demand expense reporting process, Ericsson has realised increased control, efficiency and cost savings. After seeing great success, Ericsson is deploying Concur Expense in 28 additional countries within the next five months.

### ABOUT AMERICAN EXPRESS GLOBAL COMMERCIAL CARD

American Express provides the Corporate Card, Corporate Purchasing Solutions, and other expense management services to mid-sized companies and large corporations worldwide. In the U.S., it is the leading issuer of commercial cards, serving more than 60% of the Fortune 500, as well as tens of thousands of mid-sized companies. For more information, please go to [www.americanexpress.com/corporate](http://www.americanexpress.com/corporate).

## ABOUT CONCUR

Concur is the world’s leading provider of on-demand Employee Spend Management services. Concur helps organisations control costs by uniting online travel booking with automated expense reporting, and streamlining invoice processing. Concur’s suite of award-winning on-demand services allow companies to get up and running quickly so they can focus on what’s most important. By automating and optimising business processes, Concur delivers actionable business intelligence and rapid ROI, helping companies increase efficiency, control employee spend and drive down operational costs. Concur’s business travel and invoice solutions are trusted by thousands of companies and reach millions of employees worldwide. Learn more at [www.concur.co.uk](http://www.concur.co.uk).

VISIT US AT [WWW.CONCUR.CO.UK](http://WWW.CONCUR.CO.UK)

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