

Leading Travel Technology Provider Journeys to Total Visibility with Concur

Company: Pegasus Solutions

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

Industry: Travel Technology Services

Employees using Concur: 231

Pegasus Solutions—a pioneer in travel technologies with multiple offices in the U.S. and the UK, as well as employees traveling nearly around the world—maintains the leading market share across all major product categories in its industry. When it comes to internal operations, it is imperative that the company have seamless processes in place. A change in credit card providers required a change in the company's automated expense reporting solution with only 90 days to make the transition.

“We had only planned to implement Concur's expense reporting solution and only domestically,” says Pegasus purchasing manager Peggy Wilkerson. “But the implementation was going so smoothly, and we were so happy with Concur, we decided to add Concur's travel solution and configure the system for global operations at the same time.”

Total satisfaction with implementation turned out to be just one leg of the journey toward business process improvements. For the first time ever, Pegasus Solutions has achieved 100 percent visibility into travel spend across the company; and real-time insight into every account has provided unprecedented control. Compliance with company travel policies has increased dramatically, resulting in significant savings.

With Concur's mobile functionality,, company executives can approve employee travel itineraries—anytime, anywhere. And, with Concur, “long distance” has turned into “no distance” at all. “We have colleagues in the UK managing employees in the U.S., and colleagues in the U.S. managing employees in the UK,” says Wilkerson. “Concur has virtually eliminated any problem associated with global expense report management.”

- **Fast and flawless implementation** saved costs and prevented disruption of critical company operations.
- Receipt scanning **accelerated the entire expense reporting cycle.**
- Superior global functionality enabled **first-time uniformity in standards and processes in T&E** across international operations.
- Employees adopted the Concur new expense reporting system with **virtually no training required.**
- Concur gave Pegasus Solutions **100 percent visibility into global travel spend** for the first time.

“I have an IT background, and I've managed countless tech implementations,” says Wilkerson. “And I've never seen anything like this, it was simply amazing. I have complete confidence in Concur.”