

Concur Helps New Age Industrial Streamline Processes and Increase Visibility

Company: New Age Industrial

Implementation: Concur Small Business edition

Industry: Manufacturing

Company size: 100 employees

In an effort to better streamline their organization and reduce paper, New Age Industrial decided to automate their expense reporting process. Their manual processes formerly involved reviewing individual charges on every corporate credit card bill, and matching those up with the expenses submitted by employees on paper-based expense reports. To streamline this process New Age Industrial replaced its manual process and adopted Concur.

“Concur gives our company a lot better paper trail,” says New Age Industrial’s controller Missy Amlong. “With Concur, I feel more confident in the way we’re coding expenses and paying bills. The solution gives us more complete and accurate backup on the backend. It also forces our employees to take more responsibility with their expense reports.”

After adopting Concur, New Age Industrial realized the following benefits:

- High employee satisfaction with user friendly solution that automatically populates credit card charges into employee expense reports
- Significantly reduced employee reimbursement time
- Increased visibility into employee spend trends

- Dramatically reduced time spent reviewing and approving expense reports
- Easy one-step integration between Concur and American Express Global Corporate Card
- Eliminated late payments to American Express

“My favorite feature in Concur is that employees can assign a category to each expense, which matches to the account code in our general ledger,” Amlong says. “I can automatically create the coding without any manual time on my end, making it easier for the AP processor to pay bills.”

Amlong reports that customer service with the Concur team has been top notch. “Concur is an inexpensive tool, but we’re dependant on it. So, if we have a question or need anything, I never have an issue with customer support. They’re always responsive and always get back to me quickly.”

About Concur

Concur is a leading provider of integrated travel and expense management solutions. Concur’s easy-to-use Web-based and mobile solutions help companies and their employees control costs and save time.

[Learn more at www.concur.com](http://www.concur.com)