

Concur and QuickBooks Supports Company's Growth Initiatives

Company: Brafton

Implementation: Concur Small Business edition

Industry: Integrated Content Marketing Services

Company size: 200 employees across Boston, Chicago and San Francisco

As a fast growing and highly successful integrated content marketing firm, Brafton's on top of what's news and what's new. To stay on top of their own explosive growth, the company recently moved from a manual spreadsheet expense reporting system to Concur. Automated credit card integration and seamless importation into the company's QuickBooks financial application have streamlined and accelerated expense report processing and reimbursement. Eliminating manual systems and paper-based processes have dramatically improved accuracy and provided unprecedented visibility into expenses. Back-office processes that once took hours now take only seconds.

"There is so much to track when you grow quickly," says Brafton's Managing Director, Scott Conway. "With the Concur and QuickBooks integration – which was fantastically smooth – we have better visibility into what's important. We know what we're spending, when and where. New insight into expenses is helping us rethink our policies and encourage the most cost-effective practices."

Concur also helps Conway stay well-informed of expenses in process. He says, "While managers continue to approve the expense reports for their staff, I have greater visibility into what is coming at the end of the month, and where the bottlenecks may be in the approval process. As the administrator, I can continue to view all of the costs before they go to the finance team for payment."

Conway says employees appreciate Concur's ease-of-use and their company's commitment to tech savvy, efficient solutions. "It shows our employees we're striving to be cutting edge," adds Conway. And Concur is ideal, he says, for small companies with remote offices. "Concur helps us keep all of our staff in sync and aligned with the same process. We no longer have printed reports, emailed spreadsheet attachments and mailed original receipts from satellite offices – all of which had to be matched up prior. Version control is also much easier."

Mobile is an increasingly valuable tool for many traveling employees and Brafton's are no exception. "Concur's mobile capabilities are advantageous for so many employees who are on the road so frequently. Plus, it gives me the ability to check everything right from my iPhone," says Conway.

- Concur gives Brafton a **virtually paperless** expense reporting process. No lost receipts or bulky paper files to manage.
- **Seamless integration of expense reporting with QuickBooks** gives Brafton's financial managers **superlative one-click control** over T&E expenses and business purchases.
- Credit card integration and automated systems have **eliminated the need for onsite storage** of receipts and reports—an enormous benefit for a growing business.
- **Near perfect visibility** into expenses has helped Brafton refine policies to capture greater savings and promote cost-effective practices.

"Concur's customer service is excellent," says Conway. "Whenever we have a question, we get the answer we need right away. We're in a phase of aggressive growth and it's extremely valuable to be able to rely on experts who understand our need for fast, personalized service."

About Concur

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

Learn more at www.concur.com