

CONCUR: A HOLISTIC APPROACH TO STRATEGY, IMPLEMENTATION AND MAINTENANCE



Industry: Software
Services: Travel and Expense Mgmt.

HQ: Bellevue, WA
Website: concur.com

Summary of Business Challenge:

- ✔ Concur, a leading provider of integrated travel and expense (T&E) management software solutions, serves over 40 million users and processes 86 million expense reports representing more than \$76 billion in T&E spent annually.
- ✔ Serving a multitude of companies in complex industries requires equally complex Quote to Cash (Q2C) cloud-based architectures. Concur realized that ongoing system assessments, new implementations and continual maintenance are critical for daily operation and future momentum.

ATG Solutions & Tools

- ✔ **Advisory Services:** Conducted an in-depth systems assessment to determine if the existing Quote to Cash (Q2C) solution optimally supported the selling environment.
- ✔ **Implementation Services:** Implemented several Q2C projects including:
 - Customer Relationship Management (CRM)
 - Configure Price Quote (CPQ)
 - Billing & Collection Engine
- ✔ **Managed Services:** Performing ongoing Q2C architecture quality assurance end-to-end testing, specific to system compatibility, reliability and performance across integrated platforms; as well as, ongoing CPQ development, maintenance and best practice advisory services.

Results & Impacts:

- ✔ ATG enabled Concur to develop a world class Q2C environment with a lower Total Cost of Ownership (TCO) allowing increased business agility.
- ✔ Concur has reduced risk and maintenance costs by utilizing ATG as a one-stop partner versus multiple vendors.
- ✔ As a result, Concur was able to support double-digit growth leading ultimately to a high-value acquisition by SAP.

“ Great collaboration around testing of key functionality for BISE. I remember those long hours spent on video conference and Slack channels where it felt like really one team working with ATG.

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Julien Bouetard
IT Business Application Integration Manager
SAP Concur