



# Overview of APA Services and Implementation

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# Agenda

- Overview of Concur's services
- Overview of APA Implementation, including:
  - The organization
  - Implementation differentiators
- Introducing the Global Template (GT)
- Introducing the Implementation Description Guide (IDG)
- Comparing APA Implementation methods
- Demonstrating Expense (creating, submitting, approving, and processing an expense report; back office and configuration tools)

# Overview of Concur's Services

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Core Services	Card & Pay Services	Managed Services	Additional Services	Integration Services
Expense	Expense Pay Invoice Pay	Concur Audit *	Budget Insight	Web Services *
Travel	Corporate Credit Card Program	Receipt Handling *	Concur Locate *	Custom Extracts *
Request	Central Reconciliation	Service Admin *	Triplt / Triplink *	Financial Connector *
Invoice	Company Bill Statements	User Support Desk *	Expenselt *	Salesforce Connector
		Managed Intelligence *	Invoice Capture	Single Sign-on
			Analysis * Intelligence *	

\* Services are activated/initiated by Implementation, however they may be managed by other departments within Concur

# What is the Service Description Guide (SDG)?

- The Service Description Guide describes the on-demand business services provided by Concur
- Service types include:
  - Travel & Expense
  - Expense
  - Travel
  - Request (standalone)
  - Risk Messaging
  - Triplt Pro
  - Invoice Processing
- Extended Service modules include:
  - Concur Business Intelligence
    - Including Managed Reporting
  - Audit Services
  - Expense Pay
  - Budget Insight
  - Meeting Management
  - User Support Desk
  - Service Administration
  - Concur TripLink
  - Triplt
  - Concur Request – Add-On
  - Central Reconciliation
  - Invoice Management
  - Company Bill Statements
  - Connectors/Web Services

# Overview of APA Implementation

# The Concur Way

- Concur is the leading specialist in the T&E software industry
- Best practice rather than simply replicating “as is” processes
- Expertise founded on simple designs
- Focus on streamlining processes & consolidating requirements
- Remote engagement underpins SAAS implementation methodology
- Local expertise supporting compliance and legislation
- Flexibility to adapt to meet new business and regulatory requirements
- Market driven product development
- Future proofed designs to support deployment expansion

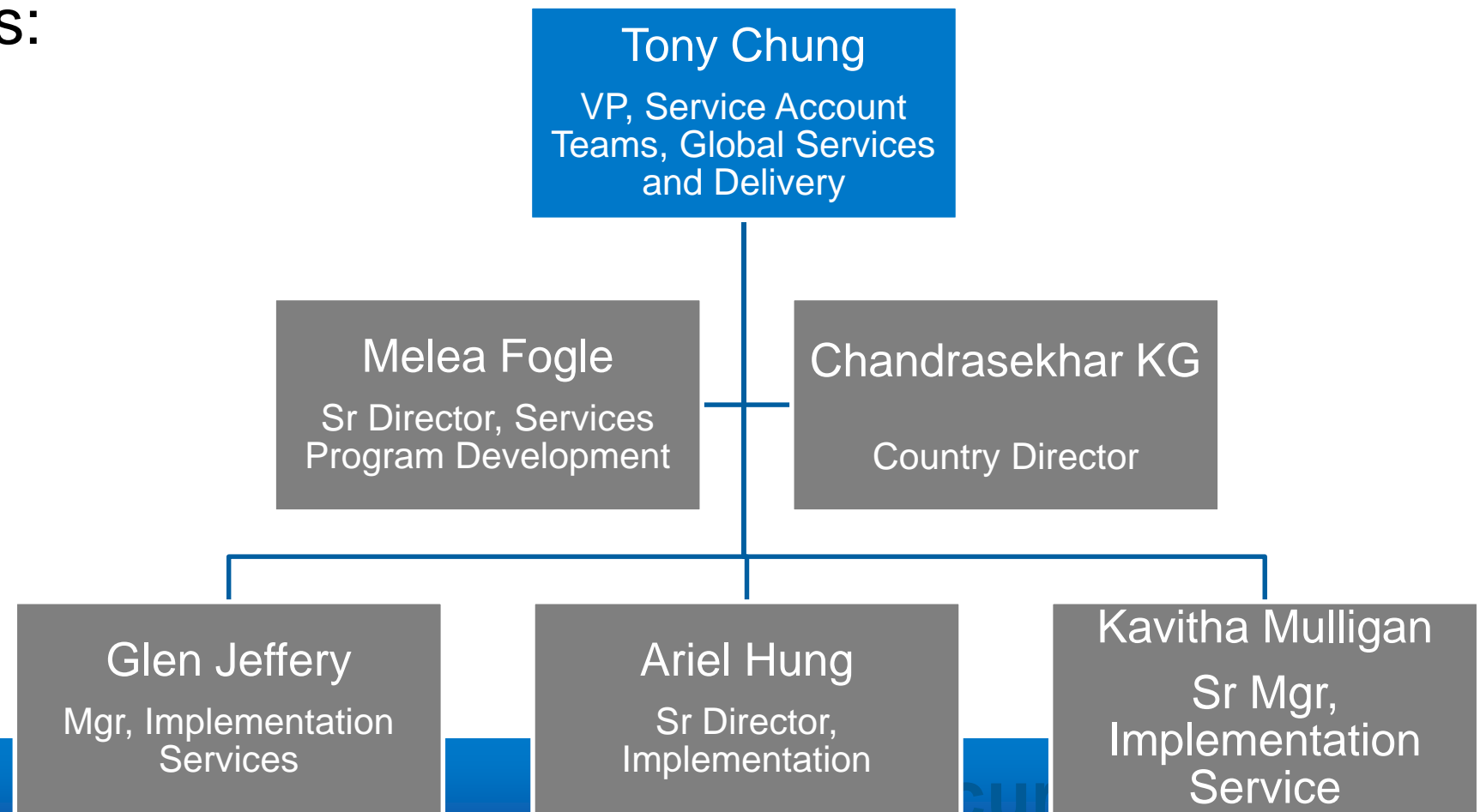


# Overview of Implementation

- Regions are: Americas, EMEA, APA
- Services for implementation include:
  - **Premium** (Global, Large Enterprise)
    - Large, multi-country rollouts with scope agreed-upon prior to start of project
    - Time and materials billing
  - **Professional** (Enterprise, Large Market, Nationals)
    - Fixed Scope, Fixed Fee initial engagement
    - Additional phases to meet expansion/rollout requirements
  - **Standard** (SMN, Nationals)
    - Multi-tenant environment
    - Four Tier 1 countries (US, Canada, UK, Australia) plus 24 Tier 2 countries

# APA Organization

- Area of focus:
  - APA Professional - Service Delivery & Customer Success
- Team Locations:
  - Australia
  - India
  - Hong Kong
  - Philippines
  - Singapore
  - Taiwan



# Introducing the Global Template

# What is the Global Template?

- The Global Template (GT) is a pre-configured best practice Expense system that:
  - Is designed to support the most common configuration and statutory requirement for key European, North American, and Asia Pacific countries
  - Represents best practices refined over years of deploying Concur Expense across key markets for hundreds of customers
  - Includes support for statutory requirements based on our understanding of the “most common interpretation”
  - Is underpinned by our experience of in-country legislation, specifically around VAT, Mileage, and Per Diem

# Establishing the Global Template

## Goals

Reliable  
Repeatable  
Flexible  
Trusted advisor



## Growth

Born in the UK  
Designed for Europe  
Available globally  
Complimentary services



## Foundation



Expertise  
Compliance  
Common Interpretations  
Customer trends

# Establishing the Global Template

- What best practice optimization means to customers:
  - Improved services and solutions
  - Supporting customer growth
  - Compliance controls and best practices
  - Smooth expansion into other markets and countries
  - Simplifying deployments
- A single platform supporting both small businesses through to large enterprise global organizations

# Benefits of a Global Approach

Successfully meet  
aggressive  
deployment dates

Allow multi-country  
phased  
deployments

Reduces time spent  
reviewing design  
requirements

Rapid design sign-  
off turnaround

Reduce UAT as  
focus is on country  
specifics



Repeatable  
approach reduces  
change  
management

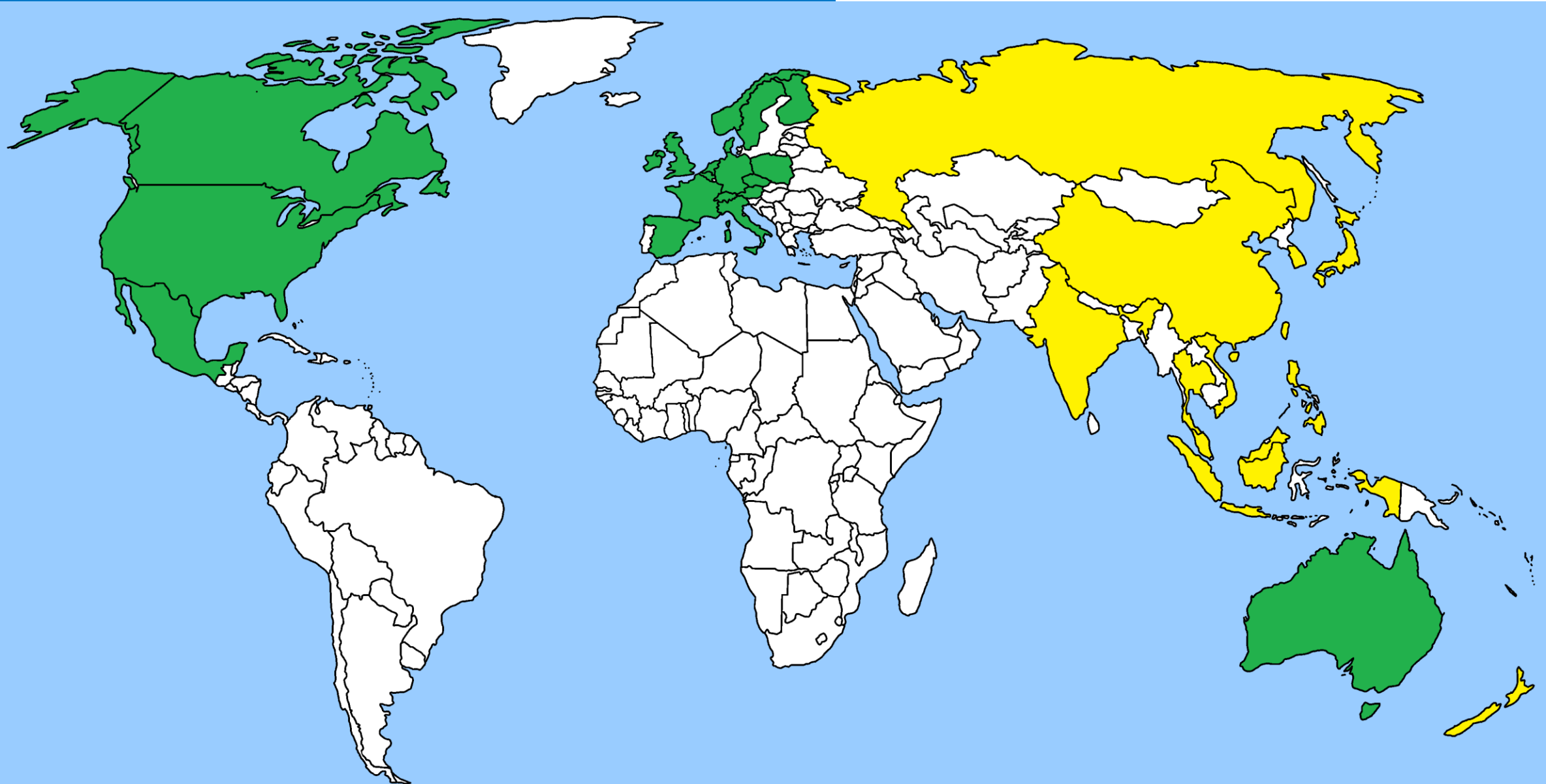
Global visibility for  
global reporting

Opportunity to  
tighten controls

Universal  
understanding of  
deployment process

# Global Template

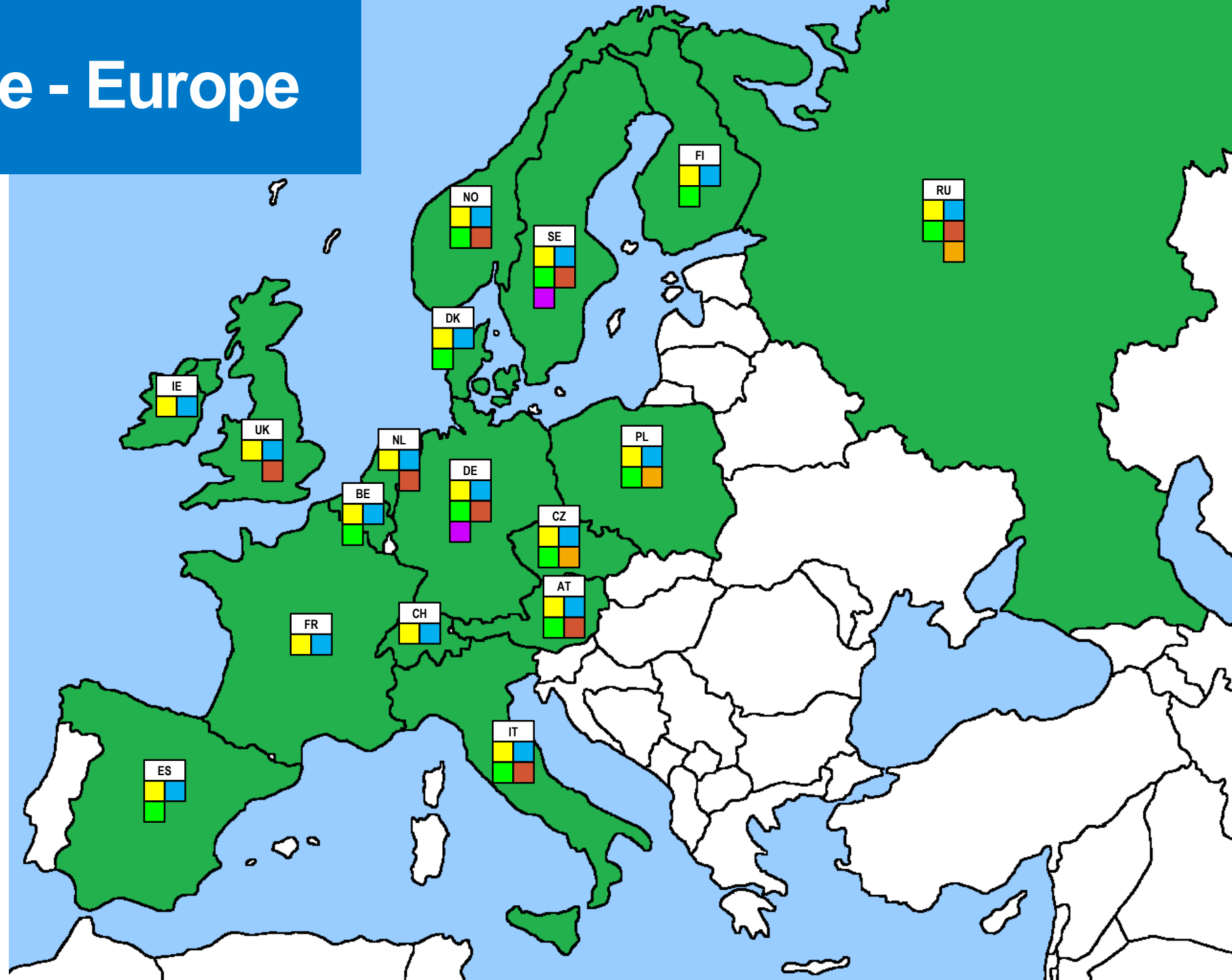
 Primary  Secondary





# Global Template - Europe

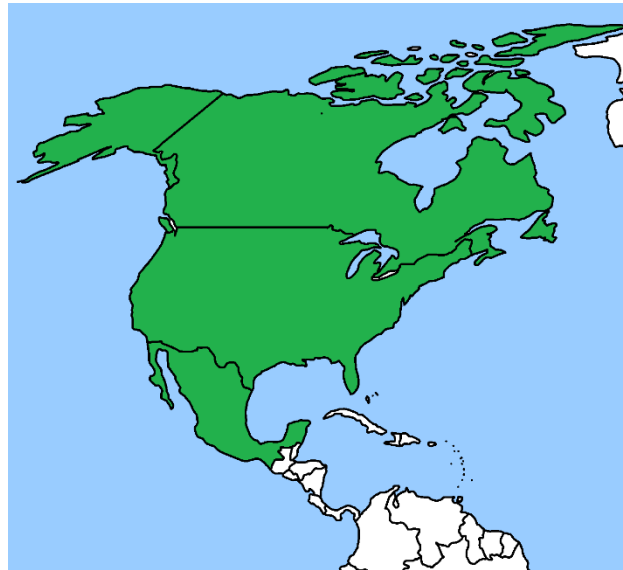
- VAT
- Travel Allowance / Per Diems
- Personal Car Mileage
- Taxable Benefits
- Tax Deductibility
- Government Exchange Rates



# Global Template - NA / APA

- **North America**

- USA, Canada, and Mexico
- Personal Mileage
- VAT for Canada and Mexico



- **Asia Pacific**

- 14 countries configured
- 10 with pre-configured VAT
- FBT for Australia
- 4 additional languages



- Primary Country
- Secondary Country
- No Template Available

# What Configuration is Included?...cont'd,

- Over 50 standard expense types, including specific expenses to support common country requirements
- Data entry forms which reference best practice data required for expenses, as well as VAT special handling
- Pre-configured VAT for all template countries
- Pre-configured Travel Allowances \*
- Pre-configured mileage rates for all template countries
- Best Practice audit rules to support common global requirements as well as in-country protocols

\* Only available for selected countries with core travel allowance support

## ...cont'd, What Configuration is Included?

- Company accounting hierarchy supporting up to 6 levels
- Best practice approval workflows
- Best practice email reminders
- Best practice receipt handling
- Pre-configured language translations \*\*
- Pre-configured Travel Request
- Pre-configured Invoice

\*\* Currently available for selected languages

Languages are not installed by default, but are available with pre-configured translations

# Defining the Implementation Description Guide

# What is the Implementation Description Guide (IDG)?

- The **Implementation Description Guide** *describes the implementation methods available for the Concur services ordered by the Customer*
- It is connected to the **Service Description Guide**, which describes the available *Concur on-demand business services*

# What is Included in the IDG?

- The IDG covers the following:
  - Implementation overview and scope for Professional and Premium
  - Expense best practice templates
  - Expense components (such as no. of policies, workflows, card feeds, etc.)
  - Travel components
  - Customer responsibilities
  - Additional configuration options
  - Post-implementation changes and expansion options
  - Extended Services implementation detail for TripLink, Intelligence, Pay, Audit, Invoice, Service Admin, Request, USD, Company Bill Statements, Budget Insight, and Connectors

# Professional Implementation Overview

- Jointly-managed, fully remote implementation
- Resourced with a single Implementation Project Manager
- Customers can expect a duration of between 8 and 12 weeks
- Large Professional projects may extend up to a max. of 16 weeks
- Scope dependencies:
  - Up to a maximum of 3 primary configurations during the initial deployment
  - Typically one primary configuration adopted by each individual country
  - A single country may require more than a single configuration
  - Use of best practice expense templates



# cont'd, Professional Implementation Overview

- The Expense Implementation can support **up to 3** “configurations”
- The following components are included within the scope:
  - ✓ Expense Report Policy (up to 3)
  - ✓ Expense Workflow (up to 3)
  - ✓ Corporate Card Support (up to 3)
  - ✓ Compliance Controls Available
  - ✓ Custom Fields
  - ✓ Account Ledgers (one configured)
  - ✓ Country Specific Domestic VAT/Tax Reclamation (up to 3)
  - ✓ Languages Supported (multiple)
  - ✓ Cash Advance Request

# cont'd, Professional Implementation Overview

- Additional products or features may extend the deployment scope
  - Integration with Concur Travel and/or Concur Request
  - Travel Allowance/Per Diems (up to 3)
  - Custom designed approval workflows
  - Custom designed travel allowance configurations
  - Inclusion of Cash Advances
  - Inclusion of additional supported languages (localization/translation effort)
  - Integration with 3<sup>rd</sup> party travel tools

# Frequently Asked Questions

- Is there one global IDG or is it regional?
  - By region: NA, EMEA, or APA
  - By product: Professional/Premium or Standard
- Does the IDG include any SLA's?
  - No, but the expected APA implementation timelines are:
    - **Professional** - 10-week jointly-managed, fully-remote implementation
    - **Request Configuration** – up to 13 weeks or 40 consulting hours (whichever occurs first)
    - **Additional Single Country Configuration** – 3 months or 72 consulting hours
    - **Additional Multi Country Configuration** – 6 months or 120 consulting hours
    - **Additional APA Expansion** – 1 months or 38 consulting hours

# Scoping a Deployment Method

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	Professional	Professional +	Premium
Team Structure	Service Account Team Aligned	Same as Professional	Global and Regional (Americas, EMEA; APAC)
Costs	Fixed Setup Fee based on transactions	Fixed Setup Fee + Fixed Fee Onsite Options	Time & Materials with statement of work
Timeline	2-3 months	3-4 months	4-6 months
Resources	Single Implementation Project Manager	Single Implementation Project Manager	Project Manager + Functional Consultant
Engagement	100% remote deployment	Remote plus a max of 6 days onsite (fixed scope)	Onsite capable. Flexible, based on statement of work
Country Scope	Limited to a max of 3 in the initial deployment	Same as Professional	Number of countries is flexible, based on agreed scope

# Scoping a Deployment Method

	Professional	Professional +	Premium
Methodology	Fixed scope, template-based methodology approach	Same as Professional	Flexible and adaptable methodology approach
On-boarding	Delivered by a separate pre-implementation team	Same as Professional	Managed by the Premium implementation team
Design	Excel CDW (Design document/addendum optional)	Same as Professional	Detailed conceptual design documentation
Site Setup	Production entity only (all configuration in production site)	Same as Professional	Production entity only (all configuration in the prod site)
Expansion	Managed by separate expansion team	Same as Professional	Lessons learned – continuous engagement for rollout

# Demonstration of Expense

# Demonstration of Expense

- Demonstrating the following Expense processes:
  - Logging into Concur
  - Creating and submitting an expense report
  - Approving an expense report
  - Processing an expense report



