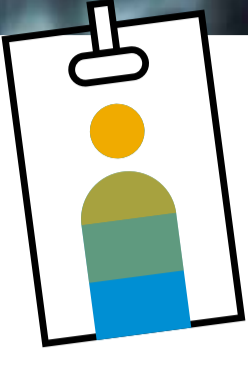


# Better Employee Experience = Better Business Results. Here's Why.

How are organizations around the world thinking about their employee experience? And why is this such a hot area of focus? A new survey of **476 finance, IT, and HR decision-makers** around the world – conducted by Forrester Research and SAP – reveals valuable findings.<sup>1</sup>



**It's a fact:**  
A better employee experience is good for business.

Organizations that create exceptional employee experiences have engaged workers who are empowered to do their best work. They push harder to overcome barriers, serve customers better, and stay longer with organizations, resulting in:

**17%**

Higher productivity<sup>2</sup>

**21%**

Higher profitability<sup>3</sup>

**4.3x**

Increase in earnings per share<sup>4</sup>

**81%**

Higher customer satisfaction<sup>5</sup>



According to the Forrester survey, **68%** of decision-makers consider **employee experience** one of the most important factors in delivering business objectives.<sup>6</sup>

## The employee experience is inextricably linked to – and enabled by – technology.

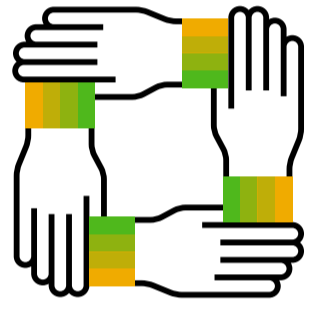
Organizations prioritize KPIs for **productivity** and employee **satisfaction with technology** when tracking the employee experience.<sup>7</sup>

Other top KPIs – such as **adoption time** and **reduced bottlenecks** – improve when tools provide positive employee experiences.<sup>8</sup>

**64%** of organizations say employee experience is one of the most important factors considered when purchasing technology.<sup>9</sup>



## Duty of care is a key concern of the employee experience, and organizations want help.



**62%** of organizations say that the ability to **monitor and contact employees** wherever they are in times of crisis is a key requirement of a travel and expense (T&E) solution.<sup>10</sup>

**50%** of organizations say their **ability to meet duty-of-care responsibilities** is hindered by their current T&E tools.<sup>11</sup>



## Travel, expense, and invoice management software is critical to delivering a good employee experience.

According to Forrester, focusing on the tools employees use on a regular basis is critical to enabling good employee experiences.<sup>12</sup> For nearly **70%** of respondents, this means focusing initiatives on T&E and accounts payable (AP) automation tools.



**Why?** Because they report significant issues with their existing T&E and tools:

**33%**

Complained corporate **tools don't work** with the personal apps and tools they already use.<sup>13</sup>

**37%**

Struggle with **human error and huge time sinks** when using their existing T&E processes.<sup>14</sup>

**35%**

Report employees **spend too much time submitting** T&E and AP papers, getting approvals, and providing documentation.<sup>15</sup>

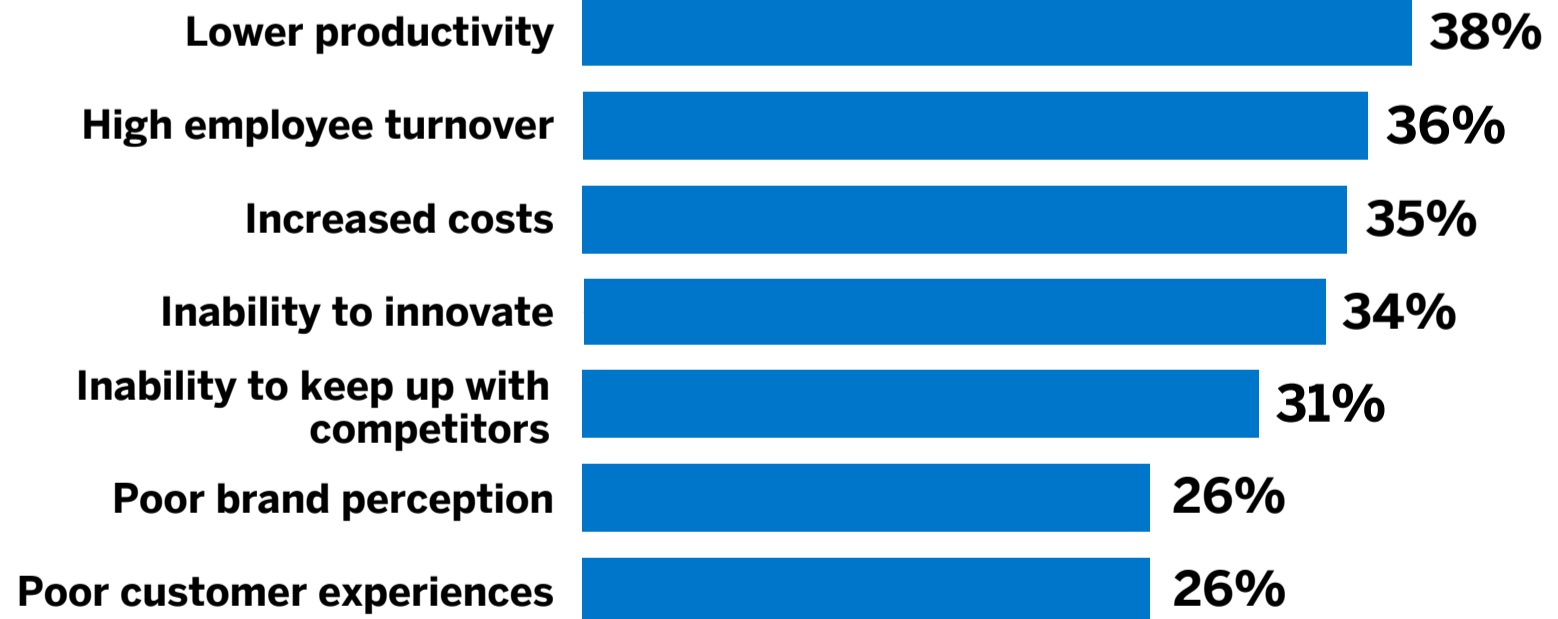
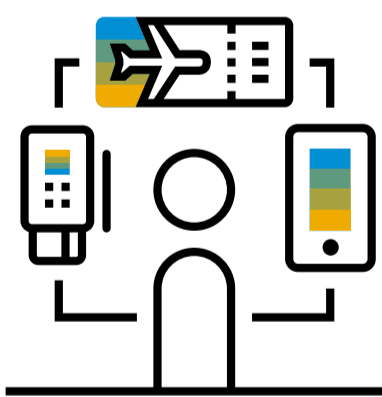
**39%**

Report high levels of **invoice management inaccuracies**.<sup>16</sup>



## Can you afford to delay investing in transformative T&E and AP management software?

According to the Forrester survey, the costs of a bad employee experience add up.<sup>17</sup>



... and the benefits of a great employee experience around T&E and invoice management are overwhelming:

**43%**

Increased automation and efficiency<sup>18</sup>

**37%**

Increased employee productivity and satisfaction<sup>19</sup>

**35%**

Improved process oversight for security purposes<sup>20</sup>

**34%**

More-accurate reporting through data consolidation and analytics<sup>21</sup>

## Want to learn more?

Read the full [Forrester survey report](#) now – and contact your SAP Concur representative to learn how SAP Concur solutions can deliver on the promise of an exceptional employee experience.

1. "Improve Travel Expense Invoice Management Solution to Drive Better EX," Forrester report, 2019.  
2.-4. "State of the Global Workplace," Gallup Inc., 2017.  
5.-21. "Improve Travel Expense Invoice Management Solution to Drive Better EX," Forrester report, 2019.