

Spendtelligence

Top 5 benefits of around-the-clock support

Spendtelligence means being efficient with employee time and resources. With Concur User Support Desk, you can free up time to focus on more important tasks while your team gets the round-the-clock help they need.

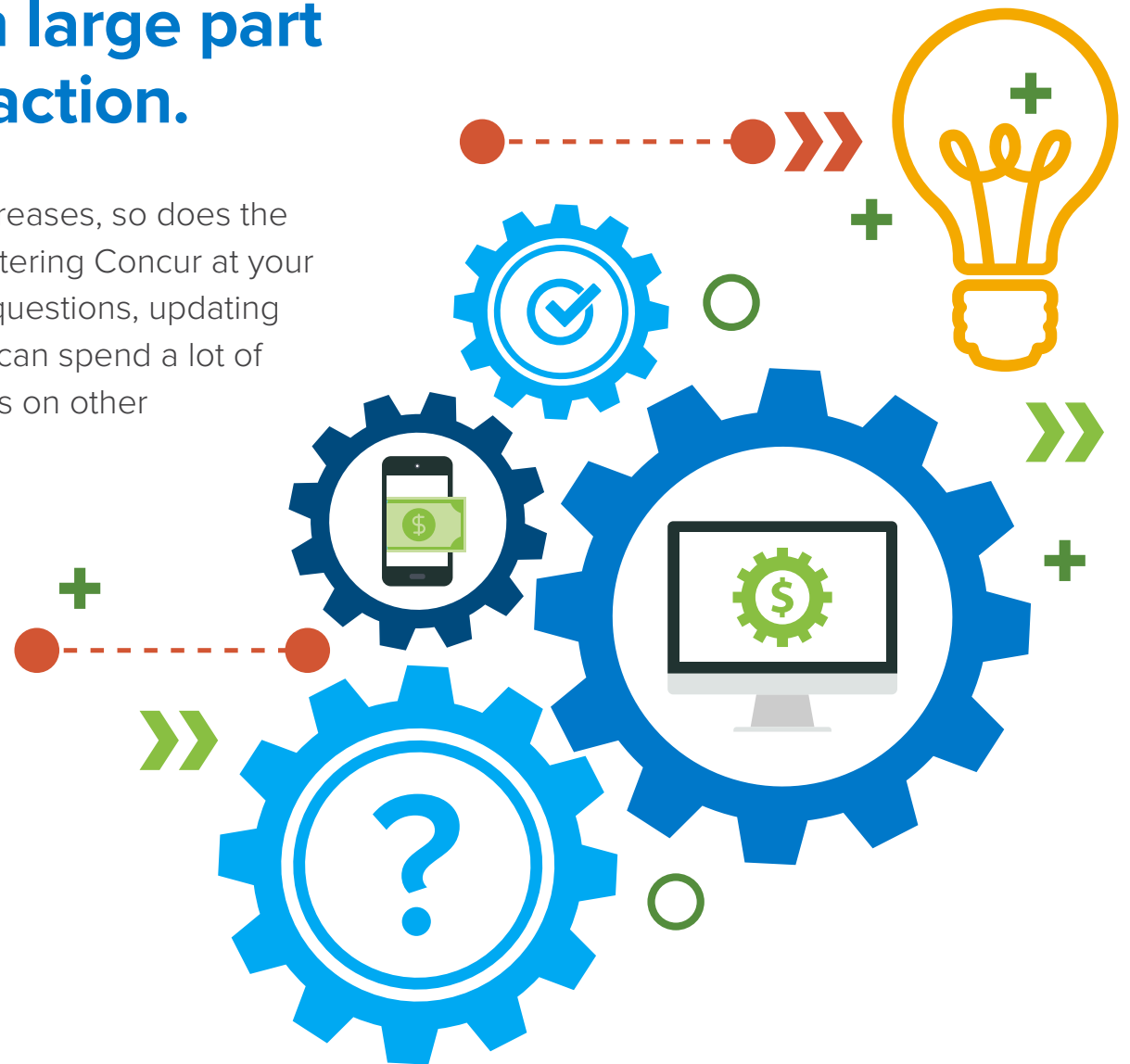


The success of your Concur solution depends in large part on employee satisfaction.

As adoption of your Concur solution increases, so does the load on the person in charge of administering Concur at your organization. Between answering user questions, updating settings and adding new users, admins can spend a lot of their day supporting employees and less on other important responsibilities.

Concur User Support Desk is just one way to add efficiency and save valuable employee time and resources. If you're the Concur admin at your organization, this is likely music to your ears.

Discover the top ways your team can benefit from User Support Desk.



NUMBER 1

Get answers to employees questions faster

Your employees don't want to spend a lot of time managing their travel and expenses—and neither do you. Whether it's a simple request for access, an inquiry about trip status, or help with their mobile app, User Support Desk can assist your employees and keep them productive with direct access to support, 24/7.



NUMBER 2

Gain the gift of time

Handling every Concur how-to question from employees is not how you want to spend your day. Most calls to User Support Desk are resolved on the spot. In the event a case needs to be logged, your Concur service provider will document the issue, provide you with updates and work until it's resolved.



NUMBER 3

Happy employees means more utilization

Seamless 24/7 support means a friction-free experience for employees. Once they experience how easy it is to use and get their questions answered quickly, adoption and utilization increases.



NUMBER 4

Enjoy increase travel and expense compliance

The best way to get employees to use Concur is to give them the best experience including getting their questions answered no matter when they're working. And as more employees use the solution, compliance with your T&E policies naturally increases.



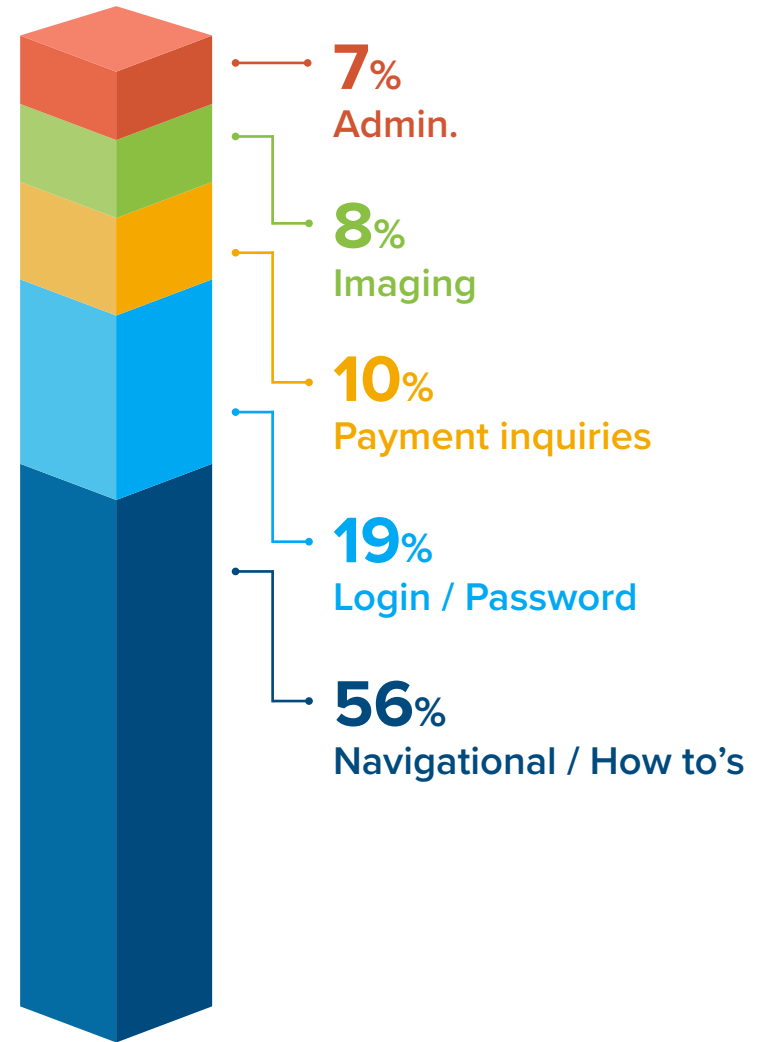
NUMBER 5

Benefit from continuous data-driven process improvement

User Support Desk provides a monthly report of performance indicators, including type of questions that were asked and resolved, volume and response-time metrics. Identifying common questions and themes shows gaps in rollout and training that you can address with your organization.

And with direct access to Concur consultants familiar with your solution and configuration, you'll get the help you need to support everything from your company's business processes to your administrative and technical requirements.

Types of Questions Concur User Support Desk Receives in a 30-Day Period



Cut costs. Save time. It's common sense.
Concur gives you

Spendtelligence

For more information on
User Support Desk, contact your
Client Sales Executive.

For more than two decades, Concur, an SAP company, has taken companies of all sizes and stages beyond automation to a completely connected spend management solution encompassing travel, expense, invoice, compliance and risk. Our global expertise and industry-leading innovation keep our customers a step ahead with time-saving tools, leading-edge technology and connected data, in a dynamic ecosystem of diverse partners and applications. User-friendly and business-ready, Concur unlocks powerful insights that help businesses reduce complexity and see spending clearly, so they can manage it proactively. Learn more at concur.com or the Concur blog.



425.590.5000 | concur.com