

# Concur and Dornier MedTech — Improving Human Health and Healthy Business Operations Together

Dornier MedTech, a company committed to helping others, turned to Concur® for Mobile and Expense when they needed a transparent, automated solution to assist them in meeting the Sunshine Act’s complex reporting requirements.

## About Dornier MedTech

The spirit of invention and a commitment to make people’s lives better have always driven Dornier MedTech. Since Claude Dornier’s discovery of the efficacy of shock wave lithotripsy (a process that can break up stones in the kidneys and urinary tract) a century ago, millions of people suffering from a variety of diseases have been successfully treated. The design, manufacture and marketing of innovative technologies to provide quality medical solutions that support human health are complemented by thorough and thoughtful business practices. Headquartered in Germany with global operations, the 120 employees located in Kennesaw, Georgia report exceptional satisfaction with Concur solutions.

“90% of our employees are in the field. Concur helps us recruit smart, tech savvy personnel, including great engineers, who insist on working for a forward-thinking, efficiently managed company.”

Tracy Anderson, AP Coordinator for Dornier MedTech America

## Concur Solutions

“Expense® has worked so well for us we’re about to implement Concur Travel® and we’ll follow with Concur Invoice®, “says Tracy Anderson, AP Coordinator for Dornier MedTech America. “I used to spend 65% of my time every week reviewing reports created from Excel spreadsheets and matching entries to receipts. Concur has freed me up to focus on other key A/P responsibilities. I don’t know what I would do without Concur. I certainly wouldn’t want to go back to that archaic way of managing T&E.”



WE'RE ALL ABOUT PEOPLE.

## Company Name

Dornier MedTech America, Inc.

## Solutions

Concur® Expense  
Concur® for Mobile

## Industry

Medical Device Manufacturing

## Number of Employees

120 employees

## Location

Keenesaw, Georgia

## Why Concur?

- Time savings
- Cost savings
- Transparency
- Ease of use

“In the first year alone, we saved \$190,000 in costs associated with processing expense reports.”

Tracy Anderson, AP Coordinator for Dornier MedTech America

## Concur and Dornier MedTech — The Sunshine Act and Transparency

“When we learned about The Sunshine Act — complex reporting requirements for manufacturers of drugs, biomedical devices, and biologics — we had no idea how to collect or organize the data. Concur pointed us in the right direction, linked us with an expert third-party data provider, and eased the transition to ensure that we could meet the deadlines and requirements associated with the new regulations,” says Anderson.

Greater transparency has benefits for Dornier, as well. Automating report submission and digital receipt transmission gives managers up-to-date and completely reliable data about employee spend. “With the old system, managers never even saw most receipts,” says Anderson. “Now they see every expense and every receipt without sorting through a lot of paper. Managers have assumed a lot more responsibility for what their employees in the field are spending.” With Concur, Dornier has also accelerated turnaround time on reimbursement of expenses, which is a great benefit for employees. “Everything is electronically transmitted and stored, so we cut down on storage space, too,” says Anderson.

## Key Benefits

“Concur Expense was fully implemented within approximately 3 weeks. Concur helped us deploy a pilot test team at Dornier and subsequently train field personnel via webinars. Implementation was fast and efficient,” says Anderson.

- Dornier MedTech America saved \$190,000 in T&E processing costs within one year.
- The company has reduced time spent processing expense reports by more than 50%.
- With Concur, Dornier has achieved complete transparency into expenses and meets The Sunshine Act deadlines and requirements with ease.
- Dornier has realized significant savings from a reduction in shipping bills — field employees no longer mail expense reports and receipts.
- The company recruits and retains exceptional employees attracted to Dornier’s forward-thinking business practices and operations.

“Concur’s customer service has been off the charts,” says Anderson. “From what we have seen, Concur offers the best service and the most user-friendly T&E solution available today. Concur helps us focus on what matters most to us, manufacturing and marketing the technologies that improve people’s health.”

