



# Concur's Financial Connector helps electronics leader spark immediate ROI

## About Bourns, Inc.

World-leading electronics manufacturer Bourns, Inc., headquartered in Riverside, California, operates 14 manufacturing, R&D, and sales facilities in the Americas, Asia, and Europe, offering thousands of customers across multiple industries—such as, automotive, medical technology, consumer electronics, network communications, personal computing and office machines—advanced, highly-effective and reliable components. Despite \$3.3 million in annual travel spend and 6,300 expense reports submitted annually, the company's internal T&E processes and systems lagged behind its innovative approach to technology.

## The challenges

Bourns wanted to replace its manual expense management process with an end-to-end solution that would eliminate paper, automate and integrate expense management with its ERP system across the global enterprise, and link expense management directly to the financial module of the company's

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SAP system. Minimizing the burden on internal IT resources, fast-track implementation, and the ability to incorporate complex, country-by-country global regulations and policies into the system were also critical.

## The solution

To achieve these goals, the company chose Concur's Financial Connector and Expense Management solution and has achieved rapid ROI, reducing the cost of processing individual expense reports by nearly 40% per report and gaining 100% visibility into T&E expenses across the global enterprise.

## Company Name

Bourns, Inc.

## Solutions

Concur® Expense  
Financial Connector

## Industry

Electronics Manufacturing and Sales

## Company Size

4,200 Employees

## Location

Riverside, CA

## Why Concur?

- Accelerated employee reimbursement time
- Global integration of T&E and accounting systems
- Improved visibility into expenses

Employee adoption of Concur's expense management tool was swift and overwhelmingly positive across Bourns' global offices. "They really like it, especially the Mobile app," says Class, "Zero complaints. It's fast, easy to use, and accurate. Concur offers an attractive solution that employees want to use." The Financial Connector and the Expense Management solution was fully implemented within two months in the Americas and Asia; roll-out in Europe is now underway. "We appreciate the smooth and fast implementation process," says Class. "We pushed hard and Concur responded to every request and deadline, no matter how urgent. We have achieved a level of transparency with precise and up-to-the-minute T&E data which we've never had."

"Concur has helped us meet our goals for automation with an effective solution."

Ellen M. Class, Worldwide Controller

## Bourns' results with Concur

Key benefits for Bourns included seamless integration of the company's T&E and accounting systems across the global enterprise and significant hard dollar savings:

- Bourns reduced the cost of processing expense reports from \$28.00 to \$8.00 per report — annual savings of \$126,000.
- With Concur's Financial Connector/Expense Management solution, Bourns has accelerated employee reimbursement time by as much as 80 percent in parts of the company.
- The Financial Connector gives Bourns the transaction details needed to optimize VAT reclamation.
- Bourns expects to leverage up-to-date aggregated data to secure significant discounts with vendors.
- Bourns has linked expense management to the company's ERP with minimal use of internal IT resources.

"I was passionate about this project with Concur because I knew how much we could save," says Class. The Financial Connector has reduced the burden on IT.

