



SAP Concur Blick Rothenberg Case Study | EXTERNAL

Blick Rothenberg: Simplifying Spend Management Through SAP Integration

Global Clients Use Automated Mobile App Expense System to Increase Business Productivity

Quick Facts

Company Name

Blick Rothenberg – Global Business Services, part of CogitalGroup

Solutions

- Concur® Expense
- Concur® Intelligence
- Receipt Audit
- Service Administration
- SAP® Concur® mobile app

Industry

Professional Services

Company Size

Supporting clients with small to mid-sized operations in UK and across EMEA

Location

London, UK

Why SAP Concur?

Blick Rothenberg needed to integrate their existing global platform, SAP Business One®, with an easy-to-use mobile expense app experience that offers data synchronization and automation for their global clients.

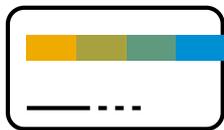
ABOUT BLICK ROTHENBERG

Blick Rothenberg's Global Business Services team provides specialized outsourced tax, accounting, and advisory services to more than 600 clients with subsidiaries in the UK and beyond in 90 countries and growing. The firm is passionate about providing high quality services and technical expertise through investment in people and innovative technologies.



Smart Automation for Complex Business Needs

A relationship-focused firm, Blick Rothenberg delivers market-leading business advisory and accounting services to more than 600 internationally headquartered clients. As their roster of clients grew and expanded across international borders, they faced a variety of business needs and complex local tax laws across regions. The company's financial leadership needed a modern expense solution that can integrate with their existing business management platform, SAP Business One, to provide synchronization, automation, and an easy-to-use mobile experience that can be tailored to their clients' specific business needs. After an extensive RFP process, they determined Concur® Expense can advance their client's expense management needs on mobile devices.



“Concur Expense has been **transformational** in both how we service clients, giving additional flexibility when deploying solutions, and allowing us to focus on service as opposed to back-office administration.”

Simon Gleeson, partner at Blick Rothenberg

Blick Rothenberg, operating as a part of the CogitalGroup, supports entrepreneurial businesses, their owners, and managers in achieving long term, sustainable success through the provision of critical business support and advisory services. The majority of Blick Rothenberg's clients are small businesses operating in each local territory as part of a larger group that want to give their employees access to the same tools and support globally to meet the needs of the modern mobile workforce. The firm recognized start-up clients had little infrastructure, processes, and tools in-house to manage international operations, while established companies relied on outdated, manual processes that lead to little control, lack of visibility, and unauthorized travel expenses.

Blick Rothenberg chose Concur Expense and the SAP® Concur® mobile app to support client engagements that require a rich user experience, both at the employer level (Finance and HR) as well as at the employee level. SAP Concur provides new efficiencies and cost savings through automation, as well as enhancing the employee experience with an intuitive mobile platform. The mobile app is easy to use and offers quick, accurate reimbursements. Clients now use a single reporting and expense management solution that integrates with their SAP Business One platform for secure, web-based access to all of their accounting information.

Simon Gleeson, partner at Blick Rothenberg, said incorporating SAP Concur solutions such as Intelligence, Receipt Audit, and Service Administration, allows the company to create a unique, robust offering and market-leading solution for clients across the globe. For example, by combining the firm's Employer Tax advisory services with SAP Concur solutions, Blick Rothenberg can offer a mobile solution to clients that is authorized globally, adheres to client policies, and allows for simplified year-end reporting, such as P11ds in the UK and VAT reclaim across multiple territories. The company can also configure tax and advisory services for clients within Concur Expense, and Gleeson reports that data entry errors with year-end filings are greatly reduced.

As a company that values a culture of continuous-improvement, Blick Rothenberg looks to technology as a catalyst to provide exceptional service and support to clients. To pivot from a reactive process to identify VAT issues, they modified specific processes within Audit to proactively check for VAT issues. Any potential problems are now routed to a member of the Blick Rothenberg team rather than being automatically rejected and returned to the client.



“Strong and critical to our growth, we plan to scale and expand our expenses and reimbursement offerings, and SAP Concur is going to be a major part of that.”

Simon Gleeson, partner, Blick Rothenberg

95%

Adoption rate

30%

Set-up times reduced

3 days

Average reimbursement period,
reduced from 3–4 weeks

2 FTEs

Automation eliminated manual
input equivalent

ABOUT SAP CONCUR

SAP® Concur® solutions simplify expense, travel, and invoice management for greater visibility and control. For more than 20 years, these leading, innovative solutions have kept customers a step ahead by delivering time-saving tools, connected spending data, and a dynamic ecosystem of diverse partners and apps. User-friendly and business-ready, SAP Concur solutions unlock powerful insights that help businesses reduce complexity and see spending clearly, so they can manage it proactively. For more information, visit concur.co.uk



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