



Jamf sees accurate audits while reducing AP workload with Concur.

Jamf has grown fast from its origins in a basement in 2002 to a thriving business with about 600 employees in 37 different countries. With expense reports increasing rapidly, they turned to Concur Travel & Expense and Concur Audit to keep up without increasing headcount.

About Jamf

Since its beginnings, Jamf has solely focused on helping organizations succeed with Apple. Jamf enables IT to bring the legendary Apple experience to businesses, education and government organizations via its Jamf Pro and Jamf Now products, and the 38,000+ member Jamf Nation. Today, more than 9,000 global customers rely on Jamf to manage 7 million Apple devices.

Jamf's expense story

Jamf's expense story will be familiar to a lot of people who've helped grow companies with operations around the world. Their expense reports were increasing at a rapid rate, and it was getting more and more difficult to audit all the reports and receipts in various currencies on time.

Jamf purchased Concur Travel and Expense with Policy Audit. Jamf Senior Accountant Don Heimer says it made a big difference.

“Utilizing the Concur Audit service helped push back adding headcount to our Finance team.”

—Don Heimer, Sr. Accountant

Heimer says: “We still have an accounting review stage to have direct visibility into expenses that fit specific criteria, and make that final approval.”

A reassuring backup for managers

Heimer says: “Knowing the Concur auditors are checking all the transactional level details for accuracy is very reassuring. Managers can focus more on the type and validity of the expense when approving reports. Ideally, managers are still reviewing receipts, but it is very nice knowing every receipt is being reviewed by a Concur auditor.”



Company Name

Jamf

Solutions

- Concur Travel
- Concur Expense
- Concur TripLink
- Policy Audit
- User Support Desk

Industry

Technology

Number of Employees

600

Location

Minneapolis, MN

Why Concur?

- Reduced AP workload
- Manger approval
- Consistency

Fair and consistent

In an audit situation, it's really important to everyone involved that the process should be fair and consistent.

“I know Concur auditors will enforce the same audit rules for all employees, regardless of their position with the company.”

–Don Heimer, Sr. Accountant

Implementation

Jamf rolled out Concur Travel & Expense and Concur Audit at the same time, and it was quite a change from their previous system. Heimer says: “There of course were a lot of questions about workflows right away but rarely were those questions about the Concur Audit. Before Concur was rolled out, I led multiple training sessions for all employees going through all the new workflows including Concur Audit and what to expect.”

A crucial process

Heimer told Concur: “The implementation process was extremely crucial – creating audit rules – and we definitely spent a LOT of time going over every audit rule making sure it was set accordingly to our policies. If Audit Rules are set up according to your current travel and expense policies, employees shouldn't be extremely impacted by who's actually doing the audit. It took some fine tuning and a few custom audit rules but I am very happy where we are at right now.”

New auditors, same rules

Jamf said an important step in rolling out the audit process was letting employees know the auditors were not enforcing new rules. “I made sure everyone knew the Concur auditors are following policies we've always had and always should have been enforcing” Heimer says, adding: “I think when employees know what to expect and what exactly the Concur audit is, the response is generally more positive.”

- The right rules: every audit rule is set according to Jamf policies
- Unbiased consistency: Concur auditors enforce the same rules across the board
- Reduced workload: Now the AP team isn't auditing transaction details

