



SAP Concur 

Concur Experience Optimizer

Concur Experience Optimizer

Confidently adapt your spend management programs for the future of work.

Harmonize employee experience and buying behavior data to drive improvements in your spend management programs

Combine the listening and analysis capabilities of the Qualtrics experience management platform with operational intelligence data from the Concur Travel & Expense solution to deliver actionable insights that will help you design for the hybrid workplace, address employee attrition, and optimize your business improvement objectives. It helps you understand not only what is happening within your travel and expense programs, but *why*.



Effectively manage spend: Gain insight into the critical influences that impact buying decisions and organizational spending patterns.



Reduce risk and non-compliant spend: Identify risks in your program and adjust processes that allow for non-compliant and potentially fraudulent spend.



Improve employee experience: Better understand how your policies are impacting employee sentiment, safety and wellbeing, productivity, and attrition risk.



Optimize programs for growth: Make confident travel, expense, compliance, and spend management program adjustments to lead healthy business growth with enhanced visibility into critical business problems.



Drive sustainability: Make enhancements that align with your organization's sustainability goals, enhance your organization's brand, and reduce your carbon footprint.

Concur Experience Optimizer

includes both technology and expert services to help you gather and understand the data to activate targeted program changes—improving compliance, cost efficiency, duty of care, and the overall employee experience.

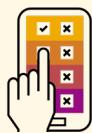
“We’re living in the experience economy. Understanding how people feel and doing something about it is critical to success.”

~ Hernán García, SAP customer,
Tecnológico de Monterrey

Seamlessly correlate employee **Experience data (X-data)** with **Operational data (O-data)**

With intuitive feedback mechanisms, you can capture employee sentiment, providing insights from the travel and expense lifecycle. You can easily measure the results through a comprehensive analytics dashboard and expert consulting services, and then turn those insights into an action plan.

The Concur Experience Optimizer **solution**



Diagnostic feedback templates to continually measure employee sentiment.



Dashboard to combine and analyze Experience (X-data) and Operational data (O-data).

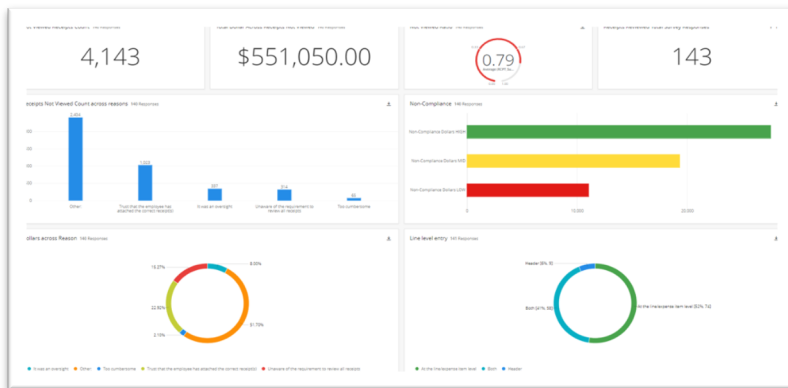


Expert services help you interpret data and develop a targeted action plan.



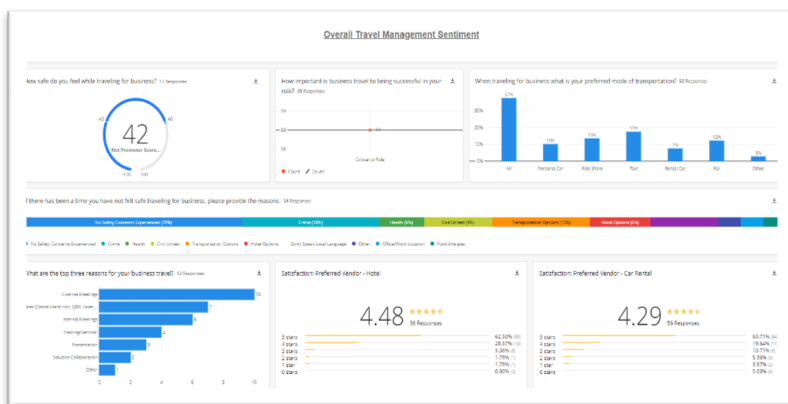
Qualtrics's enterprise-grade XM platform for availability, scalability, employee confidentiality, data privacy, and security.

Measure the results through a **comprehensive dashboard** and **expert consulting services**



With your SAP Concur Experience Management (XM) Consultant you can dig into more than 6 unique focus areas and solve critical business problems:

- Reduce risk of fraud and noncompliance
- Understand how your programs impact employee sentiment, wellbeing, and attrition risk
- Uncover ways to increase utilization of your credit card program
- Plus, so much more!



Redesign your travel and expense programs, prepare for the future of work, and decrease **attrition risk** using the **voice of your employees**

When you begin to listen and understand the reasons behind your employees' behavior you can take action. Concur Experience Optimizer impacts your overall program from buying behavior to supplier options to workflow, allowing you to develop and improve processes and adjust policies that lead to enhanced productivity, higher profitability, and lower employee turnover.

In this new era of rapid change and as employees take on more, it is imperative to listen to their needs. This helps your organization understand, analyze, and proactively measure the impact of policy changes as you go, so you can design and adapt your travel and expense programs for the future of work.

ABOUT SAP CONCUR

SAP Concur is the world's leading provider of integrated travel, expense, and invoice management solutions, driven by a relentless pursuit to simplify and automate these everyday processes. With SAP Concur solutions, a top-rated app guides employees through every trip, charges are effortlessly populated into expense reports, and invoice approvals are automated. By integrating near-real-time data and using AI to audit transactions, businesses can see exactly what they're spending without worrying about blind spots in the budget. SAP Concur solutions eliminate yesterday's tedious tasks, makes today's work easier, and help businesses run at their best ever y day. Learn more at concur.com or the [SAP Concur blog](#)

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