



SAP Concur Case Study | EXTERNAL

Concur® Request | Concur® Consultative Intelligence | Concur® Expense Professional

APG Asia is revolutionizing its travel & expense management with SAP Concur to cope with its rapid business expansion

Quick Facts

Company Name

APG Asset Management Asia

Location

Asia Pacific

Solutions

- Concur® Request
- Concur® Consultative Intelligence
- Concur® Expense Professional
- Concur® Invoice

Why SAP Concur?

- Acts as an extension of the Finance function
- Increases efficiency by significantly optimizing approval processes
- Automates reporting and enhances data accuracy
- Provides visibility and transparency for better decision-making

Industry

Financial services

Company Size

100

ABOUT APG Asset Management Asia

APG Asset Management Asia (“APG Asia”) is the Hong Kong subsidiary of APG Asset Management N.V., a Dutch pension fund asset manager. APG Asia currently manages several portfolios in capital markets and alternative investments in Asia Pacific with a combined value of more than US\$25 billion. APG Asia’s team is made up of close to 100 professionals.



Seeing digitalization as a key part in its business development, APG Asia selected SAP Concur as its partner to support the finance and budgeting functions. With the SAP Concur platform, APG Asia's finance team can focus on more valuable priorities as the platform is able to automate the processes of travel expenses approval and reimbursement. As such, not only will the finance team be able to catch up with the business expansion in Greater China, it will also allow better visibility and transparency for budget planning.

“Having the SAP Concur system has been a key step for the company's finance **digitalization** journey. I am very pleased with the value it brings to my department as well as to the business as a whole, and we very much look forward to exploring other SAP Concur services to allow for further automation as our business thrives!”

- Catherine Suen, Finance Director, APG Asset Management Asia

Automation allows the finance function of a lean team to focus on business expansion

Given that the workforce of APG Asia across the region has almost doubled in just two years, and 70% of the employees are investment professionals who travel abroad frequently, the traditional expense claim process had become a great burden to the lean finance team. To cope with the rapid business expansion and cater for employees' needs, digitalization has become a priority. The company chose to deploy SAP Concur to digitalize the expense claims procedure, saving time of both the finance team and other employees to focus on business growth. The SAP Concur platform also helps the finance team to standardize the expense claim system, which is easily adopted in new offices across the Greater China Region.

Obsolete paper-based and manual processes

At APG Asia, travel accounts for a significant portion of personnel expenses. Previously, the finance team needed to handle travel expense claims for the region non-stop throughout the year. Using a typical traditional travel and expense claim approval process, employees were required to seek travel pre-approval by completing an online form for every trip and to prepare expense claims on spreadsheets with supporting paper receipts. By implementing SAP Concur, APG Asia has integrated its travel approval and expense claim system with the mobile-enabled platform, automated the verification process and most of all, digitalized reporting. Catherine Suen, Finance Director at APG Asia said, "Having the SAP Concur system is like having an extended internal team member." Moreover, replacing manual processes by automating expense solutions resulted in a significant drop in enquiries from employees regarding the status of their expense claims. As such, with the time saved the finance team can focus on more valuable financial responsibilities.

Enhance flexibility for employees and streamline the entire process

The traditional travel approval and expense management procedure of APG Asia required supervisors to sign off on every paper expense claim for reimbursement. However, since these supervisors are also frequent business travelers and often away from the office, the processes were always backlogged, and it could take up to one month to complete. By leveraging SAP Concur, the whole reporting process is now paperless.

With the SAP Concur mobile app, employees can simply capture the expense receipts with their mobile phone cameras and submit their claims. Catherine Suen remarked "Employees can utilize the website or mobile app to submit expense reports. Supervisors will receive real-time notifications from the system and the mobile app allows them to sign off the expense claims for reimbursement on the go, with clear visibility of total team expenses. It saves a lot of time compared to the previous process." Supervisors will receive real-time notifications from the system and the mobile app allows them to sign off the expense claims for reimbursement on the go, with clear visibility of total team expenses." With a 100% adoption rate amongst APG Asia employees, the entire process has been significantly streamlined. Through company credit card integration with the Concur platform, payment information is transferred to employees' accounts within two to three days after the transaction.

Improves visibility to drive insights

The expense claims reports generated by SAP Concur are automatically consolidated, which provide greater visibility for the finance team. The APG Asia finance team is also using the SAP Concur platform with its external accounting team which further eliminates additional coordination and manual data management to enhance transparency and efficiency. On top of optimizing the expense claim processes, SAP Concur Consultative Intelligence enables the department heads to access the departmental cost with just one click, offering full transparency of total team expenses. Coupled with a user-friendly dashboard, the team can drill down to the expense details to establish better future budget plans. In addition to this, the full-year accurate and systematic travel expense data stored in the system provides in-depth insights into travel spending to help drive management decision.

“The full-year accurate and systematic travel expense data stored in the system actually provides great information. This allows for **deeper insights** into travel spending to help drive management decision for budgeting considerations”

- Catherine Suen, Finance Director, APG Asset Management Asia

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CS DESCRIPTION enUS (20/07)

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