



SAP Concur 

SAP Concur Case Study

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

Dulwich College International takes on new approach to E-finance and digital transformation with SAP Concur® Solutions

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Quick Facts

Company Name

Dulwich College International / Dulwich College Management Asia Pacific Pte Ltd

Solutions

- Consultative Intelligence
- TripLink
- Concur® Expense
- Concur® Travel
- Concur® Request
- Concur® Budget
- User Support Desk
- Expenselt
- Service Admin

Industry

Education

Company Size

2,000 employees

Location

Asia Pacific

Why SAP Concur?

- Serves as a cloud-based solution as part of the wider financial digitalization journey
- Increases efficiency for finance to handle approval processes
- Automates standard and customized reporting for finance to conduct analyses
- Enhances data accuracy and system maintenance

About Dulwich College Management Asia Pacific (“Dulwich”)

Dulwich College was founded by Edward Alleyn on 21 June 1619 with a letters patent from King James I. Since establishing its first school in Shanghai (Pudong) in 2003, the Dulwich international family of schools has expanded across seven cities and four countries in Asia. Today, besides achieving academic results that place them alongside the world’s best, its students are also making significant strides in sports and the arts, graduating to leading universities around the world.

Working with SAP Concur has been a critical step in Dulwich's E-finance journey. The products have been instrumental in digitalizing our T&E management by showing internal stakeholders what E-finance is all about. The team and I are very pleased with the value it brings to Dulwich as a whole and will unreservedly recommend it to other institutions."

- Chris Whiteside, Chief Financial Officer, Dulwich College International

Automating and digitalizing the T&E system to go paperless

Before working with SAP Concur, the finance team at Dulwich was handling T&E tasks in a traditional manner. All employees were required to manually submit their expense claims as hard copies and administrative processes generally involved lots of paperwork and excel worksheets. This was time-consuming and cumbersome not only for the finance team having to verify and cross-check the paper records, but also for the senior managers having to approve them. The challenges became even more acute when more than half of the working staff were required to travel frequently, dragging the entire approval process over a few weeks or months. In addition, it was quite common for the physical expense reports to go missing, resulting in more time wasted having to locate or resubmit them. Without a cloud-based integrated system, the finance team also had to spend a lot of work-hours ensuring that all submissions were in compliance with group policy. The SAP Concur system has helped them save around 50% work-hours, as it automatically inputs and compiles data into the JE system for processing. Chris Whiteside, Chief Financial Officer of Dulwich College International, said, "Having a cloud-based system is a prerequisite and no longer a nice-to-have. For me, automation and digitalization go hand-in-hand, as they provide the efficiency and effectiveness we need to allow our teams to focus on more valuable operational tasks."

Providing greater visibility and data insights for planning

Dulwich also implemented the SAP Concur Consultative Intelligence solution, which provides the management and finance teams with regular status updates of expenses, budgets, as well as customized claims reports. All of the reports are automatically consolidated, providing greater visibility and accuracy for finance to conduct

analyses and present valuable insights to management. As such, the platform plays an instrumental role not only in optimising processes from an operational level, but also by offering full transparency of all expenses in depth and detail to help in Dulwich's year-end financial work and budget planning. Chris said, "Manual records are not very easy to locate and consolidate for budget planning. With the SAP Concur system, we now have better visibility of all our claims, which allows us to have a better idea on where we stand and where we want to head into the next financial year."

Standardizing the system for regional business expansion

Dulwich first deployed the SAP Concur platform in Singapore and has since implemented it in the Greater China region, allowing it to standardize local T&E systems and internal travel policies for headquarters approval. With various travel and taxation requirements to comply with as an international organization, the adoption of SAP Concur products enables its finance team to streamline processes and institutionalize the regional finance function. In addition, with COVID-19 impacting businesses everywhere, remote and cross-functional collaborations are forcing organisations to adapt, making the standardization of processes even more critical than ever for business expansion. Chris concluded, "SAP Concur's successful implementation equipped us with the confidence to pursue our digital journey, and we very much look forward to rolling out SAP Concur to our remaining schools in the coming year. We hope to develop it as best practice and most of all, to demonstrate how we can work in a different way."

So far, Dulwich has already implemented SAP Concur in Singapore, Shanghai, Beijing and Suzhou. The management team plans to roll it out across more offices in 2021.

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