



SAP Concur 

Concur User Assistant by WalkMe | PUBLIC

## Concur User Assistant by WalkMe

A customizable digital adoption platform that drives outcomes and increases return on investment



You've made a significant investment in your SAP® Concur® solutions, not only in software costs, but in the time and resources devoted to researching, choosing and deploying your travel and expense (T&E) systems. It would be understandable to think the work is now done, but in fact it's just beginning. For your software to successfully deliver on its business value your employees need to use it

“Nearly two-thirds of CIOs believe that the majority of their licenses should be used by workers, even if that use is not mandated.” - The CIO Outlook for 2021: Delivering Business ROI at Scale, Constellation Research.

Concur® User Assistant by WalkMe helps with this last, yet on-going phase of software deployment by providing a digital adoption platform (DAP) that encourages employees not only to use your T&E solutions, but to use them regularly, correctly and even enjoy the experience.

### **DIGITAL ADOPTION PLATFORMS ARE THE WAY FORWARD**

Digital transformation has gone from a buzzword to an imperative. While the benefits of digitization have been apparent for a long time, a worldwide pandemic accelerated its importance by thrusting the world into a remote reality, a reality that will continue in one way or another for the foreseeable future.

Concur User Assistant by WalkMe is a code—free digital adoption platform that enables you to measure, drive, and act in order to maximize the impact of your SAP Concur solutions and accelerate time to value.

### **BENEFITS OF CONCUR USER ASSISTANT BY WALKME**

- Increase solution adoption through experiential learning
- Drive compliance of T&E policies
- Improve employee experience
- Accelerate time to value
- Maximize productivity across user groups
- Enhance Your T&E solutions



“By 2025, 70% of organizations will use digital adoption solutions across the entire technology stack to overcome still insufficient application user experiences.”

- [Improve Employee Usage, Engagement and Productivity with Digital Adoption Solutions](#), Gartner



### **Increase Solution Adoption through Experiential Learning**

Concur User Assistant by WalkMe puts learning in context and in the moment with embedded integration. Users learn by doing, which helps make training memorable, particularly for infrequent users. Different types of assistance, from pop-ups and walk-thru's to on-demand information, accommodate different needs and learning styles.

### **Drive Compliance of Travel and Expense Policies**

Your SAP Concur solutions provide the means for enforcing your travel and expense policies. These frameworks drive everything from spend management and regulatory adherence, to ensuring employee safety through duty of care. It's imperative employees adopt these systems in order to realize the benefits these policies provide.

### **Improve Employee Experience**

Positive employee experience delivers countless benefits—reducing churn, encouraging referrals, and improving business image to name just a few. More than ever, employees have the flexibility to leave organizations that don't invest in their satisfaction. Make sure that doesn't happen by ensuring tools are easy to use and don't create a drag on productivity.

### **Accelerate Time to Value Whatever the 'New Normal'**

Things are always changing. Headcount fluctuates, strategies shift, policies are updated. You invested in your SAP Concur solutions to deliver business impact not just today, but into the unknowable future. By accelerating onboarding and increasing adoption you speed your return on investment no matter where the 'new normal' takes you.

### **Maximize Productivity Across the Organization**

Many teams beyond end users can benefit from Concur User Assistant by WalkMe. IT and Administrators, often bogged down with maintenance and support issues, can now focus on more strategic activities. Meanwhile, trainers can use dashboards to analyze adoption and easily modify training to meet changing needs, or address blockers to learning.

### **Continuously Enhance Your Travel and Expense Solutions**

Users ultimately define the success of a solution and as a result can provide a valuable listening post to uncover opportunities to enhance your T&E Solutions. Combined with pre-built content that helps you leverage the subject matter expertise of SAP Concur you can continue to expand the value of your investment in almost limitless ways.

Visit [Concur.com](https://www.concur.com) or contact your SAP Concur solutions representative to learn more about Concur User Assistant by WalkMe.

## ABOUT SAP CONCUR

SAP® Concur® is the world's leading brand for integrated travel, expense, and invoice management solutions, driven by a relentless pursuit to simplify and automate these everyday processes. The highly-rated SAP Concur mobile app guides employees through business trips, charges are directly populated into expense reports, and invoice approvals are automated. By integrating near real-time data and using AI to analyze transactions, businesses can see what they're spending, improve compliance, and avoid possible blind spots in the budget. SAP Concur solutions help eliminate yesterday's tedious tasks, make today's work easier, and support businesses to run at their best. Learn more at [concur.com](https://concur.com) or at the SAP Concur [blog](#).



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