

# Concur Expertise and Care: The Helping Hand for Optimising Your Solution



Having a spend management solution that saves your business time and money, while enabling employees to stay compliant, is important to all companies. As your business scales, you may need extra support to be certain it's adapting as fast as you need it to. Our additional support services will ensure you're getting the absolute best out of your existing SAP Concur solution. But how do you decide which level of support is right for you?

## How SAP Concur Services Can Benefit Your Business

Concur Expertise and Care have a range of services that can assist your business with ever-changing demands and keep your business running smoothly.

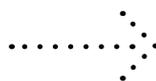
We offer different levels of service and support depending on your business needs. As standard, you'll have access to:

- The support portal where you can chat to a representative over the phone or via online chat
- The Online Knowledge Base where there is a myriad of information from solution users
- Service alert notifications
- Basic configuration updates on request
- Self-service access to release notes

But sometimes, a little extra support can give you the confidence that your solution is scaling as you grow and keeps driving the business towards success.



[Quick link to Concur Care packages](#)





Business need	How we can help
<ul style="list-style-type: none"> <li>• Keep up with tax and regulatory changes</li> <li>• Reduce time spent updating your system</li> </ul>	<p>Managed Rate Administration maintains and updates businesses' custom rate configurations upon request.</p>
<ul style="list-style-type: none"> <li>• A point of contact to help with small configuration requests and issues</li> </ul>	<p>Concur Essential Care assists you with any small configuration requests. This service provides you with access to a Service Coordinator who will be your main point of contact for any system changes you require.</p>
<ul style="list-style-type: none"> <li>• Keep track on the status of cases</li> <li>• Regular updates, particularly release notes</li> <li>• More user training when needed</li> </ul>	<p>Concur Advanced Care provides you with an Advanced Care Consultant to help optimise your SAP Concur platform.</p> <p>They will also be able to assist with training for new Authorised Support Contacts and you'll have regularly scheduled calls to better understand the enhancements you can make to your solution.</p>
<ul style="list-style-type: none"> <li>• Expanding the solution across a world-wide presence</li> <li>• Updating configuration settings</li> <li>• Falling behind with platform updates</li> </ul>	<p>Concur Select Care builds a success plan, monitors KPIs and provides an issue log to help you utilise the solution across your whole business.</p> <p>You'll also have access to a dedicated expert who can assist you with any configuration requests and you'll receive tailored reviews of upcoming release notes.</p>



## Concur Essential Care

Our Concur Care packages boast personalised support and assistance with your solution.

The Concur Essential Care service includes:

- A service coordinator, who is the one point of contact for any system changes you require
- Assistance with configuration requests
- Recommendations on feature adoptions
- A group release notes call so important updates don't get lost in the noise
- Support with eliminating manual processes and cleaning up old expense reports



## Concur Advanced Care

Concur Advanced Care features everything you'll get in Concur Essential Care, as well as:

- A designated consultant with extensive knowledge, proactive consulting and feedback
- Optimisation of your solution, for example, cleaning up permissions and assigned roles
- A success plan/scorecard, as well as KPI monitoring and an issue log
- A monthly release notes consultation, so you're aware of any solution updates that will affect your company
- Annual remote interactive site workshop
- Assistance with training new Authorised Support Contacts so someone in your business understands your configuration

## Concur Select Care

For more in-depth support with your solution, we'd recommend the Concur Select Care service, where you'll benefit from everything in the Concur Advanced Care service, as well as:

- A designated Select Care Manager
- Customised support plan
- High priority handling with enhanced SLAs
- VIP Crisis Support 24/7
- Product roadmap reviews to make sure you're getting the most out of your solution
- Upcoming release notes tailored to your business
- An annual onsite interactive workshop
- Proactive guidance to keep your solution running smoothly
- Support with using your SAP Concur solutions to achieve business goals
- Training for new administrators
- Ongoing consulting and configuration
- Issues and trend analysis for proactive risk mitigation

On top of the care packages described above, SAP Concur also offers additional services that will help businesses keep on top of changing regulations, as well as providing support for end users 24/7. These services can be added to any of the Concur Expertise and Care packages and will work in conjunction with them to keep your business and solution optimised.

## Managed Rate Administration

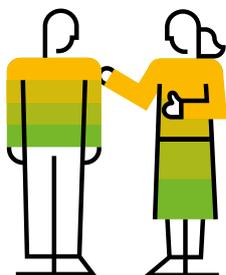
Managed Rate Administration provides an efficient, seamless service to maintain and update non-statutory rates and configurations through a dedicated team of experts. This service is for businesses on the professional edition of Concur Expense, with offices in more than one country.

The service includes:

- Upon your request, to provide added flexibility within your platform we can update your:
  - Travel allowance rates
  - VAT rates
  - Mileage rates
  - Taxability and deductibility rates
- Expert advice on best practices regarding country-specific statutory topics upon request

## User Support Desk

End users can utilise this additional service for direct access to our SAP Concur experts 24/7. The User Support Desk gives your employees the answers they need when they need them, rather than raising the issue internally. By leveraging this service, you will improve adoption and productivity, as well as give some time back to administrators.



**By utilising Concur Expertise and Care, your employees are free to stay focused on what's important to your business. At the same time, you have the confidence that you are adding expertise, not overheads and your solution is consistently adding value and helping you reach your goals.**

Learn more at [concur.co.uk](https://concur.co.uk)

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