



Concur Essential Care

A little guidance and support goes a long way

Make the most of your SAP Concur solution with Concur Essential Care

Your business is truly unique and it presents unique challenges. But when it comes to meeting them, there's only one of you. At SAP Concur, we understand that it helps to have additional assistance to achieve your objectives and get the most value from your investment.

Concur Essential Care gives you access to one or more consultants to help you manage your company's existing configuration of SAP Concur. Whether you need some guidance around recommended practices, assistance performing minor system updates, insight into monthly releases or help with acceleration of new feature adoption, Concur Essential Care will be by your side. As a result, you'll get more value from your SAP Concur solution and have more time on your hands.



Save time

Maximize administrator time and productivity by easing workload and providing a trusted helping hand



Speak with a pro

Get guidance and support with configuration requests, and questions



Improve efficiency

Receive tailored recommendations on the optimal ways to configure your SAP Concur solution

Concur Essential Care provides

- Helpful guidance
- Assistance with updates
- Provide insight into monthly releases
- Help accelerate feature adoption

Concur Essential Care – How it works

- Create a case whenever you need recommended practice advice, want to enforce a new compliance rule in your system or need assurance that a change will work as expected and not have any unintended consequences.
- Conduct monthly meetings to review new SAP Concur features and enhancements. Our team will break down the monthly release notes enabling you to accelerate adoption.
- Suggest best-in-class configurations to optimize compliance, establish user permissions and define rule settings to help identify policy violations.
- Assist with basic system configuration and maintenance, such as sending email reminders to enforce policies.

Extend your support with Concur Advanced Care

If you require a greater level of support, you can purchase Concur Advanced Care.

This additional service provides:

- A designated point of contact
- Regularly scheduled calls
- Annual remote interactive site workshop
- Action plan/scorecard, KPI monitoring based on desired outcomes, and issue log
- Monthly release note consultations



Learn more at concur.com or at the SAP Concur [blog](#)