

Travel and Expense Performance Benchmark Report



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INTRODUCTION

Benchmarking can be an invaluable process for helping your company improve your performance and prepare your organization to be ready for whatever comes in the future. But only when it's done correctly, and your organization has the right data.

Whether you are new to SAP® Concur® or an existing customer, the purpose of this report is to provide your company with the benchmarking data you need to compare your company's performance with your peers, so you can identify and close the gap that exists and potentially even exceed those numbers.

The benchmarking data in this report was compiled from actual real-world data from the top 25% best performing SAP Concur global customers out of 7,914 companies of all sizes in the following regions: North America; Europe, the Middle East, and Africa (EMEA); and Asia-Pacific (APAC).

As you'll discover in the pages that follow, all the benchmarking data has been divided into two categories: 1) data for companies with more than 1,000 employees; and 2) data for companies with fewer than 1,000 employees. There are some variations in the data which could be due to the differences in how companies of diverse sizes operate.

To help your company quickly find the information you need, we've also organized the benchmarking data by business goals. Under each business goal, you'll find a brief explanation of why it's important, the most common metrics companies use to measure it, and a breakdown of the benchmarking data by global geographic region, where appropriate.





How to use the
data in this report

HOW TO USE THE DATA IN THIS REPORT

Below is an overview of how to do performance benchmarking using the data in this report:

1

Decide which business goals your company wants to focus on.

2

Gather information about your company's current performance in those areas.

3

Compare your company's performance in those areas with the benchmarking data listed in this report.

4

Identify the gap that exists between where your company is today versus where you want it to be.

5

Develop a plan of action for closing that performance gap.

6

Implement your plan of action.

7

Work with SAP Concur account teams to measure your progress and learn more.





SAP Concur top-performing customers' benchmarks

Listed by business goal

BUSINESS GOAL:

Reduce cash spend and non-compliant spend

Increase corporate credit card adoption

Whenever your company's employees use cash or their personal credit cards to pay for business expenses, that spend can be difficult to track and validate. However, when employees use your company's corporate credit cards to pay for those expenses, the data can be automatically fed directly into SAP Concur solutions so you can see what was purchased, when, and where. This will provide your organization with the data needed to keep employee spend in compliance.

You can measure this by comparing the percentage of spend paid by corporate cards versus those paid with cash and/or personal cards.

Metrics	% of employee spend paid with corporate cards (% of corporate cards adoption)
	% of employee spend paid with cash or personal cards

Percent of employee spend that is paid with corporate cards by top-performing SAP Concur customers, by geographic region:

	Global	NA	EMEA	APAC
Customers with 1,000 employees or more	87.72%	91.2%	76.57%	66.22%
Customers with fewer than 1,000 employees	75.8%	69.27%	55.41%	82.33%

Percent of employee spend that is paid with cash or personal credit cards by top-performing SAP Concur customers, by global geographic region:

	Global	NA	EMEA	APAC
Customers with 1,000 employees or more	12.28%	8.8%	23.43%	33.78%
Customers with fewer than 1,000 employees	24.2%	30.73%	44.59%	17.67%

Reduce the number of non-compliant expenses

Significant patterns of missing receipts within expense types or by certain people or teams are a good indication of fraudulent activities or mistakes. Whenever you see these patterns, it can also mean your company needs to adjust your receipt rules in key expense types to get stronger substantiation. To minimize missing receipts, enable your employees to electronically capture and submit their receipts instead. This will eliminate many of the manual and time-consuming steps involved in the process and significantly reduce manual data entry and errors by employees. It will also greatly reduce the number of missing receipts, allow your company to gain more control over and insight into spend, and improve employee productivity.

The two most common metrics for measuring this are the percent of non-compliant expense entries due to missing receipts and the receipt attachment rate.

Metrics	% of non-compliant expense entries due to missing receipts
	Receipt attachment rate (When a receipt is required for an expense entry, what percent of the time is it attached?)

Percent of non-compliant expense entries due to missing receipts for top-performing SAP Concur customers, by global geographic region:

	Global	NA	EMEA	APAC
Customers with 1,000 employees or more	19.18%	22.9%	16.68%	9.73%
Customers with fewer than 1,000 employees	5.6%	5.8%	5.25%	3.17%

Receipt attachment rate for top-performing SAP Concur customers, by global geographic region:

	Global	NA	EMEA	APAC
Customers with 1,000 employees or more	80.82%	77.1%	83.32%	90.27%
Customers with fewer than 1,000 employees	94.4%	94.2%	94.75%	96.83%

Below is a solution that can help your company with receipts:

[Expenselt®](#)

Enables employees to take an electronic photo of receipts for any business-related spend with their mobile phones and automatically add those charges to their expense reports. That way, they don't have to wait until they get back to their desk — or worse until the end of the month — to get their expense reports done.



BUSINESS GOAL:

Improve spend visibility

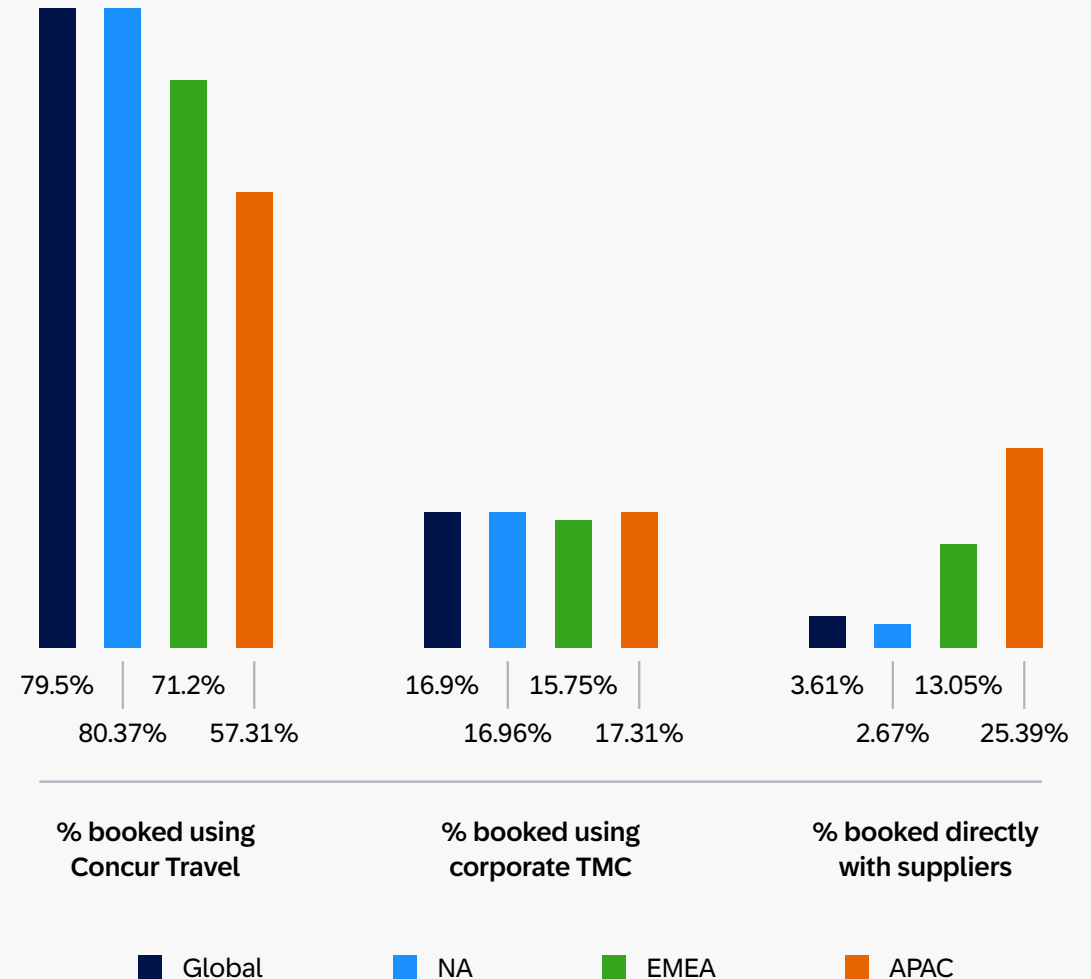
Capture employee travel bookings no matter where they happen

Whenever employees book business travel outside of your company's corporate tool or travel management company (TMC), your company doesn't have all the data that your leaders and managers need to successfully analyze employee travel patterns, improve travel spend, strengthen your company's travel program, and deliver duty of care.

Your company can overcome this by using technology to capture bookings across a variety of different channels. This will give your company a holistic view of your data and allow your leaders and managers to use pre-built reports and dashboards to analyze employee travel transactions and trends. This will also make it easy for your company to provide employees with crucial in-the-moment safety and travel information, such as neighborhood safety scores, COVID-19 travel guidance, and more.

Employee travel booking methods for SAP Concur customers, by global geographic region:

Customers with 1,000 employees or more:



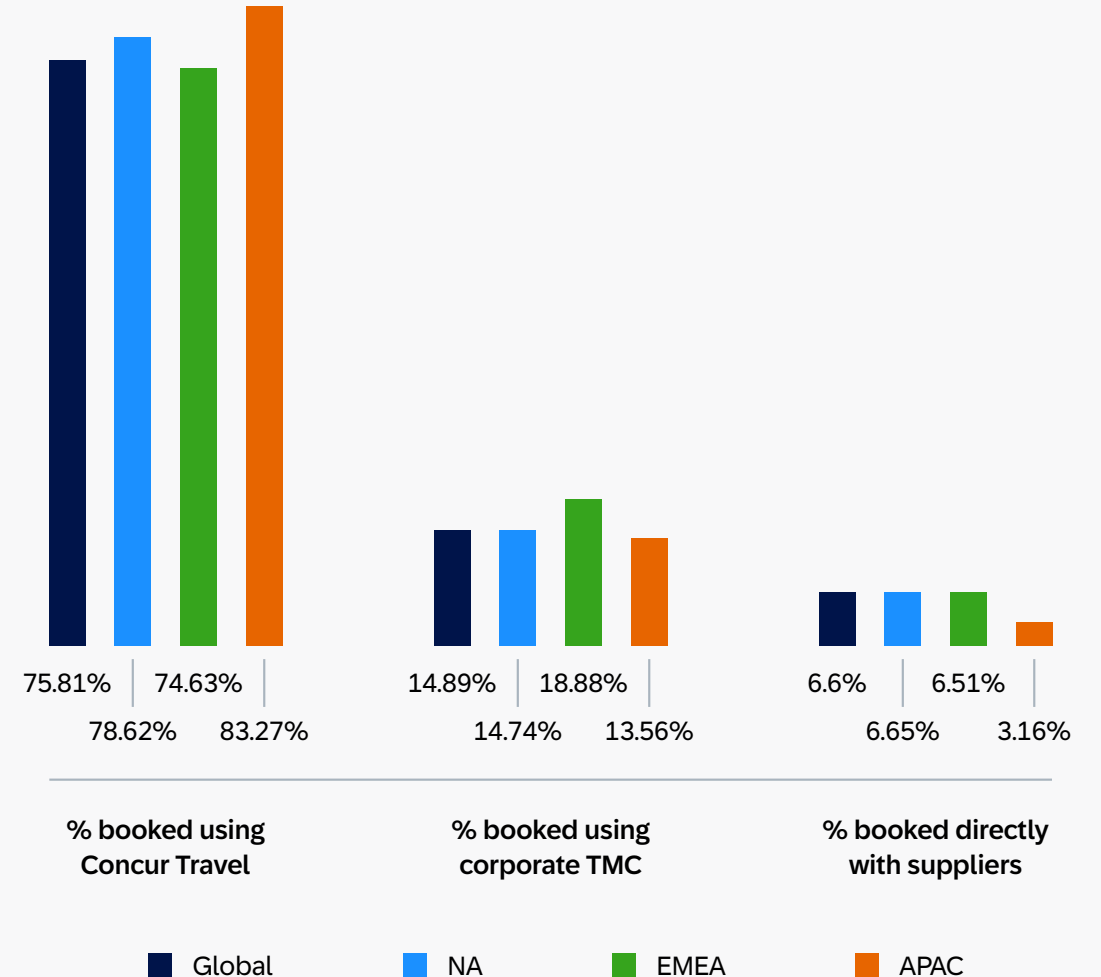
To improve your company's spend visibility, a good place to start is by reviewing and understanding what methods your employees are currently using to book travel. For example:

Travel booking method	% booked using company booking tool (such as Concur Travel)
	% booked using corporate travel agent
	% booked directly with suppliers

While there are a variety of different tools that companies use to book travel, many companies use [Concur Travel](#) as their primary company booking tool since this solution simplifies travel management and enables employees to book business travel on their own at your negotiated rates and within spending policies.

Employee travel booking methods for SAP Concur customers, by global geographic region:

Customers with fewer than 1,000 employees:

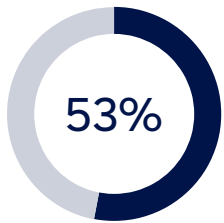


BUSINESS GOAL:

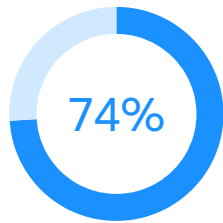
Improve employee safety

Meet your company's duty of care obligations

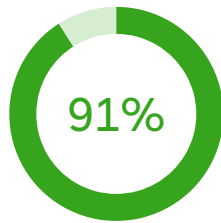
Companies are legally obligated to watch out for and protect the health, safety, and well-being of their employees, which is known as duty of care. This is even more important when employees are traveling on business. Consider this:¹



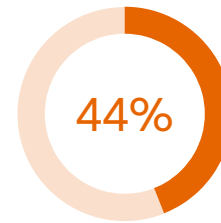
In the past 12 months, **53%** of global business travelers said they have changed their accommodations on a business trip because they felt unsafe.



74% have experienced negative situations while on a business trip.



91% of business travelers are willing to decline an assigned trip for reasons such as health and safety, social, environmental, or work-life balance concerns.



44% say the most commonly viewed threat to business travel today is health and safety concerns.



¹ [Wakefield Global Business Travelers Report](#), Sponsored by SAP Concur, May 2023.

Improving employee safety and fulfilling your company's duty of care obligations doesn't have to be complicated though. In fact, there are a couple of technology solutions available on the market that make it easy for your company to provide employees with the important health and safety information they need while they are on a business trip. These include: [Concur TripLink](#) and [Triplt Pro](#)®.

At SAP Concur, our customers use Concur TripLink to capture outside travel bookings and bring them into Concur Travel. This solution connects trips, travelers, and itineraries across multiple channels. It also gives travel managers the visibility they need to control spending and keep travelers safe.

Triplt is the world's highest-rated travel organizing app. With Triplt Pro, business traveler end users of SAP Concur customers can access all the information they need (e.g., flight status, airport maps, Neighborhood Safety Scores, medical-related resources, etc.) in one place. They are also provided with a heads-up as things happen throughout their trip.

Concur TripLink adoption rate among employee business travelers from the top-performing SAP Concur customers, by global geographic region:

	Global	NA	EMEA	APAC
Customers with 1,000 employees or more	68.24%	69.9%	68.17%	51.65%
Customers with fewer than 1,000 employees	71.43%	71.43%	64.55%	62.24%

Triplt global monthly active users among employee business travelers at the top-performing SAP Concur customers:

Customers with 1,000 employees or more:

349,880
GLOBAL

Customers with fewer than 1,000 employees:

147,274
GLOBAL

BUSINESS GOAL:

Improve audit efficiency

Increase audit reach

Regularly auditing your company's spend will allow your organization to proactively discover and remediate any issues before they can do significant damage to your bottom line or result in non-compliance. But, when done manually, auditing expense reports can be a time-consuming and labor-intensive process.

Intelligent technology can perform the majority of your company's audit work for you. The key is to make sure your solution is catching as much as possible so you can eliminate manual review. Alternatively, consider outsourcing the audit process to audit experts who can handle more volume for your company in less time. Both approaches will significantly improve spend control and reduce demands on your team.

As your company moves through the audit process, you can use the percentage of expense reports audited to measure how your company is performing in this area.

Metrics	% expense reports audited
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On average, the top-performing SAP Concur Audit Services customers audited the following percent of their expense reports in 2022, by global geographic region:

	Global	NA	EMEA	APAC
Customers with 1,000 employees or more	92.76%	87.43%	95.16%	99.5%
Customers with fewer than 1,000 employees	95.81%	95.76%	96%	94.21%

Decrease the rejection rate of expense reports

Company auditors and finance teams often spend a significant amount of time during the audit process chasing down and deciphering receipts. To minimize this, encourage your company's employees to submit electronic receipts and receipt photos. That way your company's auditors will have the accurate and timely information they need to complete the audit process smoothly.

Most companies measure this by using the percentage of expense reports rejected during the audit process due to receipt issues.

Metrics	% of expense reports rejected due to receipt issues in the audit process (Receipt issues include lack of receipts, missing data, illegible information, etc.)
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Percent of expense reports rejected during the audit process for SAP Concur Intelligent Audit customers, by global geographic region:

	Global	NA	EMEA	APAC
Customers with 1,000 employees or more	20.59%	24.41%	23.7%	9.66%
Customers with fewer than 1,000 employees	39.04%	36.4%	52.32%	34.63%

If your company needs assistance with reviewing and auditing your expense reports or improving your audit efficiency, you can also use one or both of the following resources:

[Intelligent Audit](#)

A global team of auditors and smart technology that drives compliance, identifies potential fraud, and minimizes your company's workloads

[Verify](#)

Intelligent technology that streamlines processes, provides visibility into spending, and enables auditors to be more agile.



BUSINESS GOAL:

Improve workforce productivity

Streamline expense report approval and reimbursement

Every company has a process for reviewing, approving, processing, and reimbursing employees for legitimate business expenses submitted via expense reports. However, at many companies, employees complete their expense reports manually and then multiple people across the company manually review and approve them.

Metrics	Average time to approve an expense report (On average, how many days does it take to approve an expense report from submit date to first approval, rounded to the nearest whole number?)
	Average time to pay expense report/reimburse employee (First approval "marked paid," rounded to the nearest whole number)

On average, it takes top-performing SAP Concur customers the following number of days to approve an expense report, by global geographic region:

	Global	NA	EMEA	APAC
Customers with 1,000 employees or more	1.65 days	1.81 days	2.54 days	1.11 days
Customers with fewer than 1,000 employees	1.56 days	1.51 days	2.32 days	1.96 days

All these steps and having people involved can lead to significant mistakes and delays in reimbursing employees. Companies can streamline the entire process and reimburse employees faster by:

- Applying technology and automation to the expense report approval and reimbursement process
- Enabling employees to complete their expense reports electronically

Most companies measure this by using the average time to approve an expense report and the average time to pay an expense report/reimburse the employee.

On average, it takes top-performing SAP Concur customers the following average amount of time to pay expense reports/reimburse employees, by global geographic region:

	Global	NA	EMEA	APAC
Customers with 1,000 employees or more	2.03 days	1.83 days	2.87 days	2.41 days
Customers with fewer than 1,000 employees	2.29 days	2.19 days	4.47 days	3.36 days

Below are a few solutions that can assist your company with improving workforce productivity in the expense report approval and reimbursement process:

[Concur Expense](#)

A technology solution that automates expense management and allows your company to take control of spending no matter where it happens.

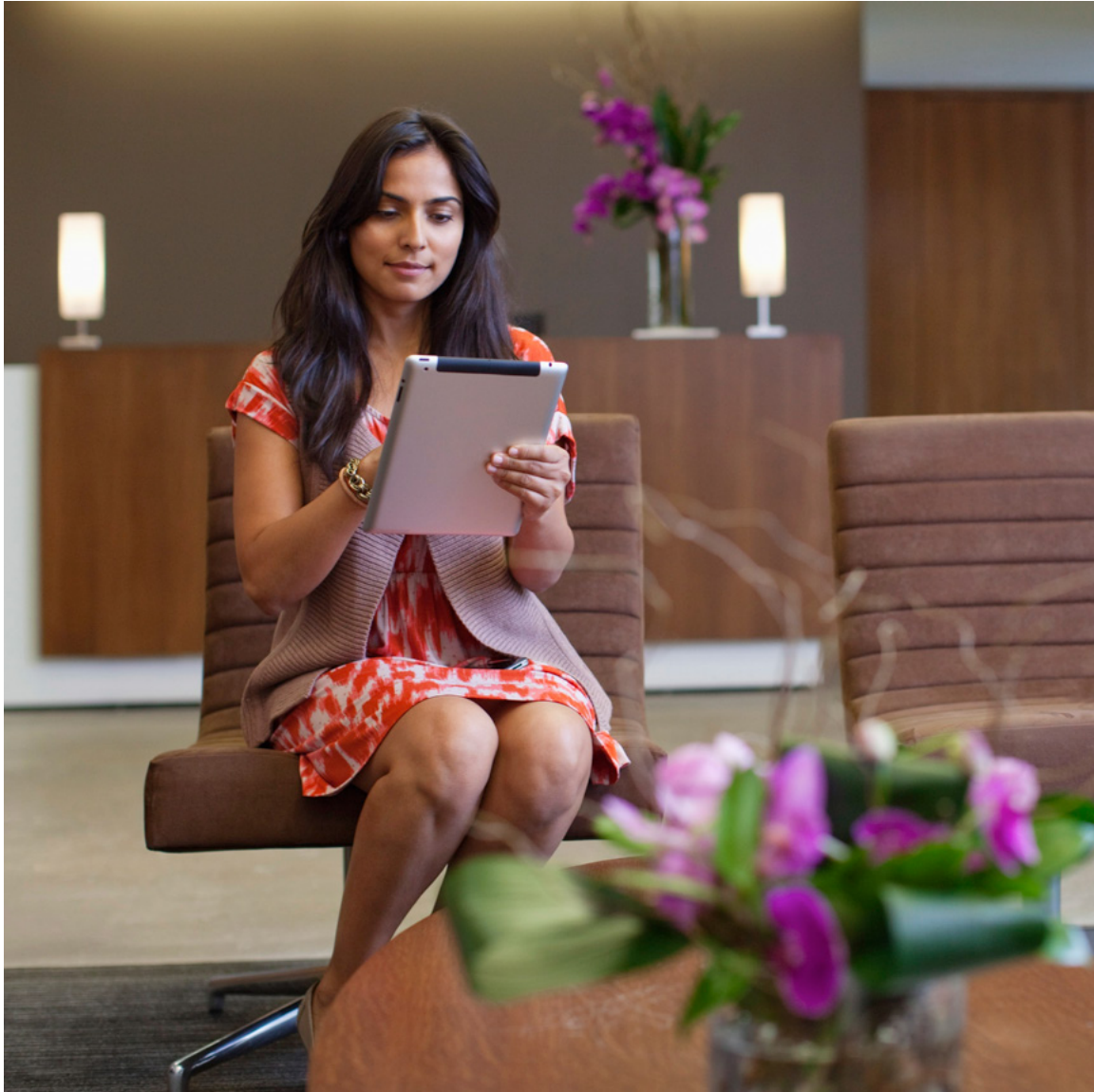
[Expense Pay](#)

This add-on solution to Concur Expense helps you reduce payment pain, cut costs, optimize cash management, and increase control and cost savings.

[The SAP Concur mobile app](#)

This app enables your employees to quickly and electronically create and submit expense reports, manage travel, and approve invoices on the go.





Performance benchmarking worksheet

On the following page is a worksheet for your company to use to compare your company's performance with the top-performing SAP Concur customers.

Business goal	Top-performing SAP Concur customers	Your company's current performance/date gathered	Performance gap
Goal: Reduce employee spend paid on corporate credit cards Metric: Corporate card adoption %	EXAMPLE	EXAMPLE	EXAMPLE
Business goal #1: Metric:			
Business goal #2: Metric:			
Business goal #3: Metric:			
Business goal #4: Metric:			
Business goal #5: Metric:			

CONCLUSION

Continually improving your company's T&E performance is important and takes time.

Whether your company is an existing SAP Concur customer or is considering becoming one, hopefully with this report, you now have all the performance benchmarking data and industry insights you need to boost your T&E performance. Moreover, when your company has flexible T&E solutions to manage market uncertainty and immediately adapt to change, you'll be ready to lead your business through whatever comes your way because your T&E platform will be ready too.

Read our [case studies](#) to learn how companies are using SAP Concur solutions to improve their T&E performance.

[Contact us](#) and start improving your business processes today.

