

Replacing GERS Expense Management

A major U.S. retailer needed a replacement expense management system that would provide even greater controls and compliance for its users.

Challenge

A major footwear retailer with more than \$2.5 billion in annual revenue and locations around the globe needed to replace GERS Expense Management in the U.S. and Canada because the system was no longer supported. GERS met many of the client's user experience, control, and compliance needs effectively. At a minimum, Concur needed to provide the same functionality the client had grown accustomed to with GERS. However, with Concur's additional functionality, the company hoped to gain even greater efficiencies and controls over its current processes.

Collaborative Approach

Acquis worked with the client to implement Concur in a short time in two countries. Acquis:

- Collaborated with client Finance and IT departments, and the corporate card provider to design a solution that satisfied both countries' T&E and procurement expense and spending policies
- Supported post-implementation issue resolution with the Concur helpdesk, and then fully transitioned the client to the Concur helpdesk for support issues
- Designed custom reports in Concur Intelligence to meet the client's need for greater visibility into employee spending and to pull the needed activity to support its monthly accrual process

Acquis also provided assistance with add-on functionality including:

- Implementing Corporate Billed Statement (CBS) functionality, which provided greater efficiencies to users and greater controls for administrators. This functionality automated the Purchasing Card Report creation process and streamlined the reconciliation process by including all monthly transactions on each report for submission and approval.
- Intearatina Prepaid Airfare Accounts. The client needed a customized approach to prepaid

Drive Change

Acquis engaged all partners to achieve a successful implementation. Where needed, we partnered with outside vendors—including a bank—to help the client manage its prepaid travel. We assisted the client to better leverage the Concur Reporting product. Acquis created custom queries and reports and conducted knowledge transfer sessions to empower the client to manage its own reporting successfully.

Acquis helped drive and manage the deployment approach during the pilot phase according to specific client requirements.

THINK + DO

About Acquis Consulting Group

Acquis is a consulting firm specializing in strategy and implementation. We help ambitious organizations solve business challenges that enable sustainable growth and healthy efficiency. We do this by not just designing strategies but also putting them to work.

Key Contact:

Joanna Sears – Principal
jsears@acquisconsulting.com
office: 212.609.2705