

## Redesigning T&E End-User Support

Acquis reengineers the T&E end-user support strategy and back office processes for a leading global pharmaceutical company.

### Challenge

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The U.S. division of the organization had just implemented SAP Concur Expense for its first set of users. As with any new system, first-time users had many questions and issues about both system navigation and business processes. The end-user support structure in place was ineffective because issues were not being routed appropriately and the support team was not fully trained. As a result, unresolved inquiries and issues were piling up quickly.

The organization needed to:

- Rapidly improve its T&E support structure.
- Prepare for the imminent SAP Concur Expense rollouts to its remaining users.

### Collaborative Approach

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Acquis:

- Acquired an understanding of the group roles, responsibilities, and capabilities in the current support structure.
- Identified the back office as the most logical and capable triage point for all escalated inquiries and issues.
- Further analyzed the back-office processes to provide key recommendations and process enhancement suggestions for continuous improvement and efficiency.

### Drive Change

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For immediate interim relief, we provided supplemental production support for end-user inquiries and issues and helped with the knowledge transition to additional resources. For long-term support, we identified certain back office processes that required reengineering and helped streamline their efficiency. The primary areas of focus were finance reconciliation, audit, and end-user support. We conducted a root-cause analysis to troubleshoot recurring implementation issues.

As a result, we **enhanced the T&E support structure** by ramping up the back office and equipping it with the necessary training and knowledge to support T&E systems and processes.

#### About Acquis

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.

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