

Implementing Best Practices around T&E and the Sunshine Act

Acquis provides insight into industry best practices and regulations for a leading global pharmaceutical company

Challenge

A leading global pharmaceutical company was in the process of deploying SAP Concur Travel & Expense to over 10,000 users in the United States, their first of fifteen markets slated for deployment over five years. The organization's goals – to standardize expense reporting globally *and* implement system functionality to address regulatory requirements from the Sunshine Act – were challenged, largely due to a short time frame and limited knowledge of expense reporting best practices and the software's full capabilities. The project's complexity was further elevated because the US SAP Concur T&E rollout included a new Veeva CRM interface, which would allow the client to meet Sunshine Act requirements by integrating their Health Care Provider (HCP) spend in Veeva and SAP Concur.

Collaborative Approach

Acquis joined the US client team as subject matter experts and team members. In this role, Acquis:

- Performed a gap analysis between the existing system configuration and the US market requirements to provide best practice recommendations for incorporating T&E and compliance policies
- Assisted the SAP Concur team by executing our recommended system configurations
- Coordinated with various groups, including Compliance, Training, and Veeva, to support cutover activities, including planning, testing, and change management, in preparation for their first rollout of SAP Concur Expense
- Planned and coordinated User Acceptance Testing activities, while working with the client, SAP Concur, and deployment teams to resolve any issues or incorporate new requirements
- Designed and configured several financial reports to help streamline back office reconciliation activities

Drive Change

Acquis provided valuable assistance to the client by offering insight into industry best practices and regulations, most notably for global model development and implementation, Travel and Expense integration, and Sunshine Act compliance.

The work Acquis provided enabled the client to confidently deploy SAP Concur T&E to their US market. Items developed by Acquis during this effort, such as recommended global configurations and cutover planning templates, were leveraged for future market rollouts.

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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