

Implementing SAP Concur in the UK

Acquis deployed a team of seasoned consultants to successfully put a client back on track after it's 2-year attempt of implementing SAP Concur Expense in the UK.

Challenge

A global automotive company had been trying for several years to implement SAP Concur Expense at its UK headquarters. After putting the project on hold for more than a year, the company decided to re-engage and move forward with the implementation. However, they faced the following challenges: 1) the majority of their internal team was comprised of new members with no SAP Concur implementation experience, 2) their system was partially built with unclear requirements, and 3) they now needed to use a new integration feature between SAP Concur Expense and SAP ERP called SAP ICS.

Collaborative Approach

Acquis was initially brought in to help only with the integration effort between SAP Concur Expense and SAP ERP using SAP ICS. We worked closely with the client's project and IT teams to document the technical landscape and requirements needed to set up and connect SAP ICS correctly.

As part of the broader implementation project team, Acquis was able to provide strategic advice regarding the system's configuration and its supporting processes, based on industry best practices and our vast experience implementing SAP Concur. The client quickly recognised Acquis's value and expertise, and requested for Acquis to become their official SAP Concur Expense implementation partner.

Acquis took control of the project, and continued to provide strategic advisory and project management services to internal cross functional teams and external vendors. Acquis managed the end-to-end implementation process, resulting in a successful system launch.

Drive Change

After just over a year from restarting the project, the client went live with SAP Concur Expense successfully (inclusive of SAP ICS), with minimal issues for such a large organisation. Key reasons for the success include:

- Acquis ensured the SAP Concur configuration was more relevant for the market and more user-friendly for the employees. This was achieved by ensuring the client's requirements were complete and correct for the UK market, and by leveraging Acquis's collective experience of best practices in the industry and market;
- Acquis provided oversight of the cross-functional teams and external vendors, which made it easier for the client project manager to focus team efforts on the right tasks;
- The Acquis project manager created a well-defined cutover plan tailored to the client's needs, which enabled an efficient and effective deployment process and production roll out.

About Acquis

Acquis is a consulting firm specialising in strategy and implementation. We help ambitious organisations 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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