

BD Success Story

Acquis helped Becton Dickinson (BD) consolidate multiple SAP Concur instances into one net-new SAP Concur System that adheres to a global standard, supports complex requirements, and accommodates local statutory needs.

Business Challenge

- BD was looking to consolidate multiple instances of SAP Concur Expense into a single instance following their merger with CareFusion and Bard.
- Multiple ERPs were used across the organization and BD was planning to implement SAP ICS (SAP API connector) to address pain points encountered with their SAP ERP.

Our Approach

- Acquis provided **extensive analysis** of existing BD and CareFusion SAP Concur systems, which helped BD determine that a net new instance was required to accommodate and consolidate requirements.
- Acquis **strategized** with the client on how to handle its complex landscape (e.g., multiple ERPs with varying requirements from each company) to ensure that all critical steps were considered for a successful rollout.

Results and Value

Over the course of four years and multiple mergers, Acquis led BD through a transformation initiative, which resulted in one Global SAP Concur instance for BD that is easier to use, maintain, manage, and scale.

- Acquis optimized the configuration for the countries that were already on the legacy SAP Concur instances and shifted them over to the new instance.
- The new instance introduced **best practices** in the areas of usability, reporting, and support, which put the client in a better position to achieve several of its business objectives.
- Acquis created change management strategy, impact analysis, stakeholder analysis, and end-user communication plans to guide project-wide change management activities that assisted BD with the **seamless transition** of existing users from the legacy instance to the new one.
- With our extensive project management experience, we provided strategic guidance to map BD's complex objectives and create an end-to-end project strategy. This helped lead the project team to successfully implement SAP Concur (inclusive of the Company Billed Statement module) **in 55 countries** in North America, Europe, Asia Pacific, and Latin America.