



SAP Concur Expense Refresh

Acquis expertly guided Tennant on a Refresh of their SAP Concur Expense system, leveraging a global model that optimizes user experience and increases scalability for future rollouts.



Business Challenge

Tennant first deployed SAP Concur Travel and Expense in 2011. Additional countries and functionalities were configured and implemented in subsequent waves. However, the rollouts and design requirements did not exist as part of a holistic strategic plan, resulting in configuration inefficiencies, varied user experiences and increased system maintenance efforts.

The lack of a global model standard across the entire implementation led to sub-optimal experiences for employees and administrators alike. Without the proper foundation, the introduction of new countries to the system required significant effort. An SAP Concur Refresh project would provide Tennant the opportunity to start fresh with a system that supports requirements without sacrificing user experience.



Our Approach

With our experience deploying SAP Concur Expense for clients across the globe, Acquis collaborated with Tennant in establishing a global model template that would be used as a foundation to build designs for all countries. Usage analysis, industry best practices, and statutory requirements were elements that were leveraged to define the global model.

From requirements through deployment, Acquis crafted plans and methodologies that allowed Tennant's lean team to succeed where a larger team would have been preferred. Acquis applied creative solutions to ensure complicated tasks could be done with ease.



Results and Value

- Acquis implemented and deployed a new instance of SAP Concur Expense to 17 countries with 3 part-time Tennant resources in seven months with no impact on existing users.

- Acquis's acumen with global deployments helped define a future-proof standard model. The newly re-designed instance of SAP Concur Expense allows Tennant to quickly, efficiently, and cost-effectively scale their system to include employees from additional countries.