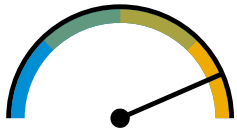


# WHY HR LEADERS SHOULD STILL CARE ABOUT EMPLOYEE EXPERIENCE?

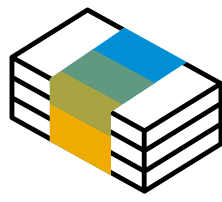
Today, every business needs a workforce that is ready to respond - an engaged, connected team is critical to leading your business through change. Making seemingly little improvements outside traditional HR can make a big difference. How big?

Companies who curate travel and expense (T&E) reporting, and other types of exceptional employee experience (EX) typically see:



**17%**

Higher productivity<sup>1</sup>



**21%**

Higher profitability<sup>1</sup>



**24%**

Lower turnover<sup>1</sup>

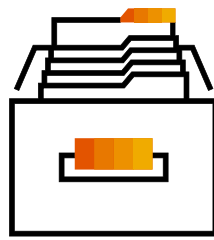
## TRAVEL AND EXPENSE SOLUTIONS CAN MAKE BIG IMPACT ON EX. AND HR HAS A ROLE TO PLAY.

Day-to-day systems and tools affect the overall employee experience and, as a result, matter to HR leaders. According to a Forrester study<sup>2</sup>, the top important tools that enable HR leaders to drive good employee experience include:



**80%**

Travel and expense software



**80%**

HR systems



**89%**

Benefit software

## TOP CHALLENGES ORGANIZATIONS CURRENTLY EXPERIENCE WITH TRAVEL & EXPENSE SOFTWARE.



**35%** of organizations surveyed report employees **spend too much time** submitting required papers, approvals, and documentation.<sup>2</sup>

**33%** of organizations surveyed complained **corporate tools don't work** with the personal apps and tools they already use.<sup>2</sup>

**32%** of organizations surveyed report high number of inaccuracies due to the **human element of paper-based processes**.<sup>2</sup>

## EMPLOYEE SAFETY IS A KEY CONCERN OF THE EMPLOYEE EXPERIENCE.

**25%** of organizations surveyed **don't store or regularly update** employee contact information.<sup>3</sup>

**53%** of organizations surveyed don't have (or don't know if they have) the **resources to assist and extract** employees in an emergency.<sup>3</sup>

**Frequency reports and the access to data** are very important tools for HR leaders to monitor traveler safety.<sup>4</sup>

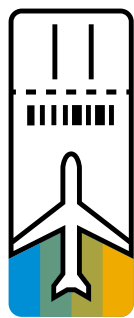


## SAP CONCUR CUSTOMERS ARE REALIZING SIGNIFICANT VALUE BY USING SAP CONCUR SOLUTIONS.



**60%**

Less time needed to fill an expense report<sup>5</sup>



**78%**

Less time to book a business trip<sup>5</sup>



**INSTANT**

notifications and alerts that can be sent through multiple platforms to employees located all over the world<sup>6</sup>



**650%**

3-year ROI<sup>5</sup>

SAP Concur solutions automate and integrate travel and expenses into a smooth, simple experience that makes your workforce happier, more productive, and feel safer wherever they are.

## VISIT US **ONLINE** TO LEARN HOW SAP CONCUR CAN DELIVER ON THE PROMISE OF AN EXCEPTIONAL EMPLOYEE EXPERIENCE.

Sources:

1. Gallup State of The Global Workplace, 2017  
 2. Improve Travel, Expense, and Invoice Management to Drive Better Employee Experience, Forrester, 2019  
 3. The Case for Duty of Care based on SAP Concur customer survey, 2018

4. "Executive Stakeholder View of Corporate Travel", BTN Group, Oct 2019  
 5. Empower Organizations to digitally Transform Their Expense, Travel, and Invoicing Process, IDC, 2018  
 6. Results based on testimonials from customers of SAP Concur solutions