Smarter Spend Management Across Higher Education

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Agenda

Introductions

Smarter Spend Management in Higher Education

Evaluating Solutions and Technology

Deployment and Implementation

Designing Strategic Policies for the campus

Reporting and Benchmarking

Constantly Evolving…
Thomas Jefferson University:

- Student Enrollment: 7,000 Full time
- Employee Count: 30,000 (approx. 1,200 full time Faculty)
- Established: 1824
- ERP For Financials: PeopleSoft
- TMC Partner: Travizon
- P-Card Provider: AMEX for T&E, JP Morgan P-Card
Pima Community College:

- Student Enrollment: 43,129
- Employee Count: 2,200 (915 Staff + 315 Faculty)
- Established: 1966
- ERP For Financials: Banner by Ellucian
- TMC Partner: Shorts Travel
- P-Card Provider: JP Morgan Chase
The Complexities of Protecting Financial Health in Higher Ed
The Business Challenges of Spend Management
Evaluating Solutions and Technology
Getting Buy-In

Understand the pain points of the College with regard to spend management

Communicate the overall ROI of a new system – not simply the cost

Provide information from which data-driven decisions can be made

Focus on the end-user experience

Shore up compliance

Emphasize an opportunity to improve and modernize outdated business processes

Ability to create revenue streams through rebate programs

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Approaching Deployment and Implementation
Designing Strategic Policies for the Campus
Reporting and Benchmarking with Concur Data
Time to Process and Approve (Days) – Expense

Expense Workflow - Time to Process
Q2 2017 - Q1 2018

<table>
<thead>
<tr>
<th>Institution</th>
<th>Time to Submit</th>
<th>Time to Approve</th>
<th>Time to Pay</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONCUR ENT</td>
<td>23</td>
<td>3</td>
<td>5</td>
</tr>
<tr>
<td>Higher Ed.</td>
<td>27</td>
<td>4</td>
<td>6</td>
</tr>
<tr>
<td>Pima County Community College District</td>
<td>39</td>
<td>3</td>
<td>5</td>
</tr>
</tbody>
</table>

Expense Report Approval Aging
Q2 2017 - Q1 2018

- 0-3 Days: 81%
- 4-7 Days: 11%
- 8-13 Days: 3%
- >14 Days: 5%

First Submit to First Approval in calendar days

Lower “Time to Process” drives better visibility, efficiencies in accruals and budgeting. It can also drive better use of card program and cash management.

Action to Consider:
- Track with Mobile Adoption % Submitted, Approved and Card Adoption (Rebates)

Best Concur Intelligence reports for more detail:
Expense Processing > Workflow Cycle Times
Card Adoption

Q2 2017 - Q1 2018

<table>
<thead>
<tr>
<th>Category</th>
<th>$Amount</th>
<th>% of Transactions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Card</td>
<td>$2,356,724</td>
<td>79%</td>
</tr>
<tr>
<td>Cash</td>
<td>$634,823</td>
<td>21%</td>
</tr>
<tr>
<td>Total Spend</td>
<td>$2,991,547</td>
<td>100%</td>
</tr>
<tr>
<td>IBCP</td>
<td>$0</td>
<td>0%</td>
</tr>
<tr>
<td>IBIP</td>
<td>$0</td>
<td>0%</td>
</tr>
<tr>
<td>CBCP</td>
<td>$2,356,724</td>
<td>79%</td>
</tr>
<tr>
<td>COPD</td>
<td>$0</td>
<td>0%</td>
</tr>
<tr>
<td>Corporate Card</td>
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<td>0%</td>
</tr>
<tr>
<td>Pcard</td>
<td>$1,229,416</td>
<td>16%</td>
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<tr>
<td>Amex</td>
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<td>0%</td>
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<tr>
<td>Master Card</td>
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<td>0%</td>
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<tr>
<td>Visa</td>
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<td>0%</td>
</tr>
<tr>
<td>Other</td>
<td>$1,127,308</td>
<td>26%</td>
</tr>
</tbody>
</table>

Card Adoption by $ Amount

Q2 2017 - Q1 2018

Card Adoption % by Quarter

Best Concur Intelligence reports for more detail: Expense Processing > Payment Type Analysis
Where Are You?

Metrics

Spend
- By category
- Card vs cash

Utilization
- Expense
- Travel
- Expense Pay
- Mobile
- Audit
- Invoice

Productivity
- Time to process
- Time to approve
- Time to pay
Where Are You?

Metrics

Audit
- Utilization
- Failures, reasons

Airline
- Spend, Domestic/International
- Tickets, Domestic/International
- Vendor, Booking Window, Class, Ancillary Fees

Hotel
- Spend
- Average Daily Rate

Car Rental
- Spend
- Average Daily Rate

Meals
- Spend

Mileage
- Spend

App Center Partners
Constantly Evolving the Traveler Experience
Next steps for Spend Management
Add-on Solutions Scale with Your Business and Support Your People

Concur® Expense
- Concur® Request
- Drive
- Budget
- Expenses in Concur mobile
- P-card Integration
- Expense Pay Global
- Expense Report Auditing
- Central Reconciliation

Concur® Travel
- Concur® Request
- Concur® Locate & Active Monitoring
- Concur® TripLink
- Triplt® Pro
- TMC Services & Integrations

Concur® Invoice
- Purchase Request
- Invoice Capture
- Three-Way Match
- Invoice Pay

Cross-Platform Services

Intelligence (reporting)  Consultative Intelligence  User Support Desk  Service Administration
Partners in Higher Ed

Travel Management Company (TMC) Partners

Travel Suppliers

Learn More:
https://www.concur.com/app-center
https://www.concur.com/en-us/partners
Thank you.

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