



SAP Concur 

SAP Concur Case Study

Concur Travel | Concur Expense | Consultative Intelligence | User Support Desk

## **Alkermes** Uses SAP Concur Solutions to Meet Compliance and Spend Management Challenges

For this global life sciences leader, everything is streamlined, automated and efficient—with full visibility into spend.

# Quick Facts

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## Company Name

Alkermes

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## Solutions

- Concur® Expense
- Concur® Travel
- Concur® TripLink
- Consultative Intelligence
- Expense Pay
- Extract Services
- Intelligence
- Policy Audit
- Reporting Services
- Service Administration
- Triplt® Pro
- User Support Desk

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## Industry

Life Sciences

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## Company Size

2,000 worldwide

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## Location

Dublin, Ireland  
Boston, Massachusetts

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## Why SAP Concur?

SAP Concur solutions automates the company's end-to-end travel and expense function to ensure travelers, end users and finance staff gain the efficiency they need to spend more of their time on strategic functions, not manual processes. The reporting and data mining capabilities provide complete visibility into spend and spend patterns for more effective management.

## ABOUT ALKERMES

Alkermes is a leader in innovative medicines that address the challenges of people living with debilitating central nervous system disorders, including schizophrenia, alcoholism, opioid addiction and multiple sclerosis. As a fully integrated global biopharmaceutical company, Alkermes applies scientific expertise, proprietary technologies and global resources to develop products that are designed to make a meaningful difference in the way patients manage their disease.



# The Challenge: Eliminating Manual Process to Keep Compliance and Gain Visibility into Spend

As a global biopharmaceutical leader, Alkermes has a lofty mission to fulfill. Headquartered in Dublin, Ireland, with a U.S. operation, research and development center near Boston, MA., the company is constantly innovating—**developing breakthrough treatments** that improve the condition and quality of life for people with challenging medical conditions.

It's more than just a business. For the patients who benefit from Alkermes' medications, it is a lifeline.

With so much at stake, Alkermes' global **staff is continually on the go**—meeting with health care providers, traveling domestically and to headquarters in Ireland, and working together on the next innovation.

Although **managing travel, spend and compliance are all critical**—particularly in the life sciences industry—that control has to happen without cumbersome, manual processes that add complexity to this busy staff's day.

That's why Alkermes has been an SAP Concur customer since 2008 and has continued to add solutions ever since. The organization's leaders gain the end-to-end visibility and automated processes they need; their staff gets the convenience of mobile applications, streamlined travel bookings and reimbursement requests, and more back-end efficiency so they can **stay focused on what matters most**.



“One of the biggest benefits of SAP Concur solutions is automation. By automating manual processes and bringing integration into the mix, our operations run smoother and better, **with the visibility and analytics we need in one place.**”

Tetiana Sapun, Senior Travel and Expense Specialist, Alkermes

# Simplified Travel Booking and Management

The majority of Alkermes' travel expenses from domestic air travel, which users can book through SAP Concur or through a designated Travel Management Company (TMC). Most book directly through SAP Concur.

“The way travelers can go in and book travel in the tool is fantastic. **Our preferred airline, hotel and car service companies automatically pop up**, so they can quickly check schedules and book everything in one place, at one time,” explains Christine Crowley, Senior Travel and Expense Specialist for Alkermes. “SAP Concur is so fast and easy that they don't have to pick up the phone and call the TMC, which saves our company money.”

If travelers go to conferences or events that **require them to book their hotel directly** through the venue to get the conference rate, Crowley and Sapun still have visibility into that spend.

“Concur TripLink partners with the vendors, so even if our users book outside of SAP Concur, those itineraries and that **travel data automatically pulls into our employees' SAP Concur travel library**,” Sapun says. “This is very helpful for duty of care, for analytics, for everything, because you can't expect 100 percent of bookings to go through the proper tools.”

At any given time, the team knows where each of their travelers are, so if there's a weather, health or danger emerging where travelers are located, the Alkermes team can quickly take action to **keep their employees safe**. This is more critical today than ever.

The ability to access reports around any aspect of travel is critical as well.



If the finance team wants to look at travel patterns, check on an expense question or identify which travelers have “gold” status at a particular hotel or car rental company, they can quickly pull a report and see which companies are used most often. They also have fast access to the **data they need to negotiate preferred rates**, or perform any type of spend analysis.

## MOBILE RECEIPT CAPTURE AND REIMBURSEMENT REQUESTS

According to Sapun, SAP Concur makes completing and submitting reimbursement requests fast and easy, too.

“The SAP Concur mobile app is definitely useful, particularly for our frequent travelers who are always on the go. They can **complete and submit their reimbursement requests in transit**—and don’t have to keep track of paper receipts,” Sapun shares. “The functionality is excellent.”

Once the expense report is approved for travelers in the U.S., the use of **Expense Pay speeds the reimbursement** to the user, while reducing the time the finance team spends generating those payments. All users have to do is add their bank account information to their SAP Concur profile.

“The solution automatically extracts the payment and synchronizes with the users’ bank account,” Sapun says. “Their payment goes right to their personal checking account two or three days after the report is approved.”

## COMPLIANCE, VISIBILITY AND CONTROL

Because Alkermes is in the life sciences industry, **compliance is always top of mind**. Providing the

disclosures demanded by **The Sunshine Act (Open Payments Act)**, and adhering to a variety of state legislation is critical.

“We have set up rules in SAP Concur to guide our users along, and have put hard stops in specific fields if they don’t include something that is required,” says Sapun. “For example, if they bring food to a **meeting with healthcare providers (HCPs)** and they only select their own name—a message pops up telling them that they need to include all attendees. They can’t go any further until they add the names or meet the requirement.”

But, the company’s use of SAP Concur solutions for compliance oversight doesn’t stop there.

“We also use the SAP Concur manual audit tool to make our audit process more robust and ensure all of our expense reports are in compliance with our travel and expense policy,” Sapun explains. “We have around 1,500 reports every month, between the U.S. and Ireland—so, we utilize a **combination of automation and human interaction to reduce our risk**.”

The organization also has integrated seven different company-billed, company-paid credit cards, used by its staff, so these expenses flow directly into SAP Concur.

“We have a 97 percent credit card adoption rate, which is already very high. By flowing this data into SAP Concur, we get more visibility into our inclusive funds, and are **better able to check for fraud or other policy violations**,” says Sapun. “At the same time, when people manually enter expenses, there will probably be errors. When everything is integrated and laid out for you, those errors are eliminated.”

# Staying on Top of Expense Management

## REPORTING AND CONSULTATIVE INTELLIGENCE PROVIDE INSIGHT

Although the Alkermes team fully utilizes the solution's standard reports to manage expense and travel, they also engage **SAP Concur Consultative Intelligence specialists** to create and manage more complex, customized reports on their behalf.

"I create some of our reports, and I like the fact that the solution has separate documents for expense and for travel. I really utilize this because it gives me access to the sub-folders with all the data," Sapun explains. "When we have more challenging reporting needs, we work with our SAP Concur specialists. That **combination gives us the best of both worlds.**"

For example, Alkermes has a series of burst reports that automatically go out on a weekly, biweekly or monthly basis to staff across the organization. "We have reports that give reviewers visibility into outstanding expense reports from employees, or if a manager is late approving a report. They can take action, and we have a clear picture of what expenses are still out there," says Sapun. "Instead of finding out that our accruals are off when we're trying to close the books, **we're being proactive.** It's a great tool for us because they run and get distributed on their own. We just set up the schedule."

If a manager asks for a report on a specific cost center, Sapun can easily produce it, thanks to all the different filters and prompts. She can also run an employee detail, to see which employees are active in SAP Concur, their titles and their activation dates, as well as any terminated employees and those dates. "That information **enables us to make sure our data is clean,**" says Sapun. "If something looks wrong, we can investigate, go in and correct."

## SPOTLIGHT ON SOLUTIONS

### Improves Spend Management

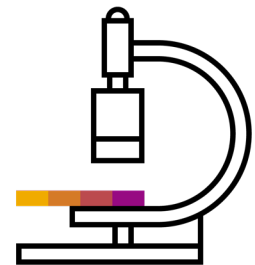
Visibility into reimbursement requests that are late or waiting for approval reduces surprises at month-end.

### Automates Report Generation and Distribution

Automated reports prompting staff and managers to take action reduces late submissions and increase accountability—without taking time away from the finance staff.

### Increases Staff Productivity

Utilizing SAP Concur solutions for comprehensive help desk support frees travel and expense staff to focus on their critical work without being interrupted to answer basic user questions.



# A Partnership Built on Trust

## CENTRALIZED USER SUPPORT

To keep the finance staff focused on the work at hand, **Alkermes utilizes the SAP Concur User Support Desk** for comprehensive help desk support for expense, travel and credit card inquiries. “Instead of us responding to the same basic questions over and over, we provided a script to the SAP Concur team and they field those calls for us,” Sapun explains. “It takes some of the work out of our hands so we can focus on more strategic things.”

The staff gets more time back in their day, and the users get the answers they need.

Of course, technology is only one part of the story. Partnership takes people—and trust in the people behind the products. “You have to be able to establish relationships to build that trust, and we have,” says Sapun. “We have regular calls with our audit policy team and can jump on a call with our client success manager whenever we have a question, need, or something we want to change. It’s really awesome to work with someone from SAP Concur who knows a lot about our solutions, but **also understands our business and our industry**, and can share insights.”

Just as important is the ongoing investment in, and evolution of SAP Concur solutions. “SAP Concur is putting a lot of resources into its products and bringing new suppliers and partners on board, which benefits us all,” Sapun says. “**I believe that SAP Concur really cares about its clients** and is always investing in making things better—like moving to web services, and putting resources into video and data, which is happening now.”

All of which make SAP Concur an Alkermes partner for the long term, with more successful years to come.





## AUTOMATION

Automated processes increase efficiency, reduce manual tasks and ensure the finance staff stays focused on more strategic work.



## COMPLIANCE

Preset rules and audit support ensure compliance with state and federal regulations, including The Sunshine Act (Open Payments Act).



## INDUSTRY EXPERTISE

As a global life sciences company, Alkermes has unique needs that by working with SAP Concur experts, the organization can maximize the value of its solutions investment.

## ABOUT SAP CONCUR

SAP® Concur® solutions simplify expense, travel, and invoice management for greater visibility and control. For more than 20 years, these leading, innovative solutions have kept customers a step ahead by delivering time-saving tools, connected spending data, and a dynamic ecosystem of diverse partners and apps. User-friendly and business-ready, SAP Concur solutions unlock powerful insights that help businesses reduce complexity and see spending clearly, so they can manage it proactively. For more information, visit [concur.com](https://concur.com).



## Learn more at [concur.com](https://concur.com)

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