



Major Research University Achieves Smart Savings with Concur

About Temple University

Temple University, founded in 1884 in Philadelphia, is the 25th largest research University in the United States. Faculty and staff on five major campuses across 17 schools and colleges submit 18,000 expense reports annually, all of which were processed manually and stored on site. With one full-time staff person devoted exclusively to the tasks associated with expense report processing, the sheer volume of the paper storage was overwhelming and the University had no insight into travel spend.

Partnership with Concur

An initial plan to add a T&E module to the University's new ERP proved unsuccessful. "As we began to roll out the expense reporting module of our ERP system, it became apparent that it would not scale up to an institution the size of Temple. Rather than continue, we chose to look to implement Concur's automated travel and expense solution," stated Patricia Russo, Temple's Assistant Controller.

"We anticipate that Concur will be extremely helpful for Temple's strategic sourcing of travel related activity—for the first time, we will know precisely what and where we're spending."

Patricia Russo, Assistant Controller, Temple University

Concur gives Temple the data, control, insights, paperless systems and potential cost savings a world-leading educational institution needs to thrive and innovate. "We anticipate that Concur will be extremely helpful for Temple's strategic sourcing of travel related activity," Russo says. "For the first time, we will know precisely what and where we're spending." With more than \$9.5M in travel spend annually, there's a lot at stake. Virtually every faculty or staff member is a potential expense report filer.



Company Name

Temple University

Partnership with Concur:

- Concur® Travel
- Concur® Expense
- Concur® Mobile

Industry

Higher Education

University Size

12,000 faculty and staff

Location

Philadelphia, Pennsylvania

Why Concur?

- Visibility into total travel spend
- Accelerated reimbursement times
- Significant cost savings

Automating and integrating travel booking, expense reporting and a University-wide credit card helps Temple reduce back-office time devoted to T&E processing, accelerate reimbursement times and potentially leverage volume discounts with travel vendors and suppliers. E-receipts eliminates paper storage and are “easy to use,” says Russo.

Other recognized initial benefits of implementing Concur Travel & Expense are:

- The University has accelerated reimbursement time by nearly 50 percent.
- The University has slashed fees associated with travel agency booking by nearly 60 percent, which keeps the costs associated with of maintaining the Concur system budget neutral.
- Visibility into comprehensive travel spend gives Temple the ability to potentially negotiate volume discounts for air, hotel and car rental in the future.
- Concur for Mobile gives Temple faculty and staff the option to book travel and submit expense reports from virtually anywhere— from offices, libraries, classrooms, research facilities, conference sites and/or international venues.

“Concur clearly offers a superior T&E solution,” says Russo. “In higher education, we have to be responsible stewards of the institution’s resources and we’ve implemented Concur to help us save dollars and manage our resources effectively.”



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