

Modernising Spend Management in the Public Sector

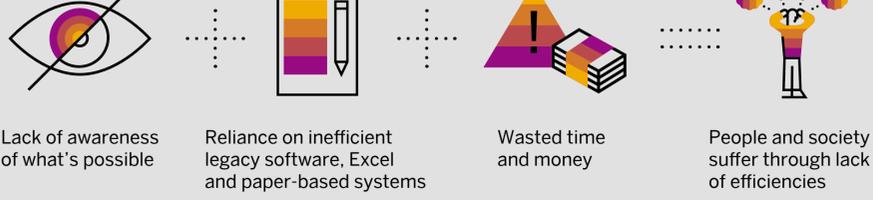


The public sector is no stranger to trying to make money go further, but when it comes to digitalising spend management it has been slow to adapt. This infographic shows why now is the perfect time to pick up the pace and catch up with the private sector – and why the cost and time savings are worth the investment.



Between 2015 and 2020, there were **24 contracts for spend management compared to 300** for HR, payroll and ERP¹

What is Holding the Public Sector Back and Why Does it Matter?



- Lack of awareness of what's possible
- Reliance on inefficient legacy software, Excel and paper-based systems
- Wasted time and money
- People and society suffer through lack of efficiencies

i One charity reported that **with every £2K saved** by using an **automated spend management system** it can **provide six months supported employment program** to help someone return to work!

Public Sector Spend Management Pain Points



- Manual, time-consuming processes
- Inaccuracy and unaccountability
- Risk of payroll fraud

- i** **Productivity suffers** as mobile workers have to visit office or post expense claims.
- Reimbursement delays** are common.
- Invisible spend** and inefficient forecasting.
- Risk of payroll fraud**, including expense claims fraud, salary fraud, ghost employees on payroll and overtime payment fraud.
- Unnecessary and time consuming **duplications**.
- Difficulty recruiting** top-performing millennial and centennial employees.

From 2013-2016 the estimated total **cost of payroll fraud** within the public sector and charities was ²

£3.9 billion

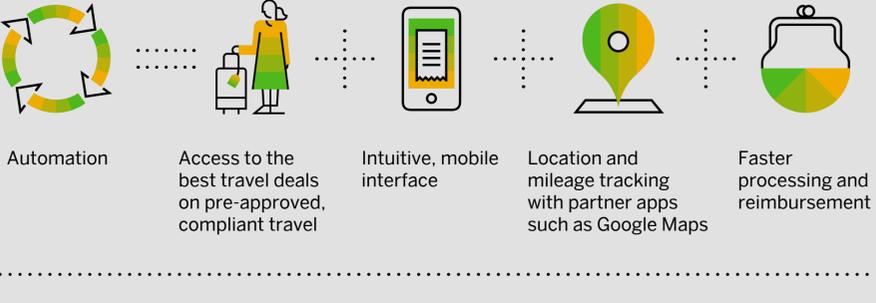
NB: **Compliance** is of paramount importance in the public sector - mistakes can cost jobs.

Key Public Sector Drivers for Automated Spend Management

Higher Education Travel

Challenge
Professors and students travel – to international conferences, as exchange students, to sporting events etc. – which can mean lengthy budget approvals and expense claims. Manual booking processes decrease cost efficiency as there is no guarantee the best deals are being made.

Pima Community College (US) **eliminated 45-60 minutes** of manual entry time **per reimbursement** (with an estimated ROI of 400%) within two years of implementing a specialist spend management tool³

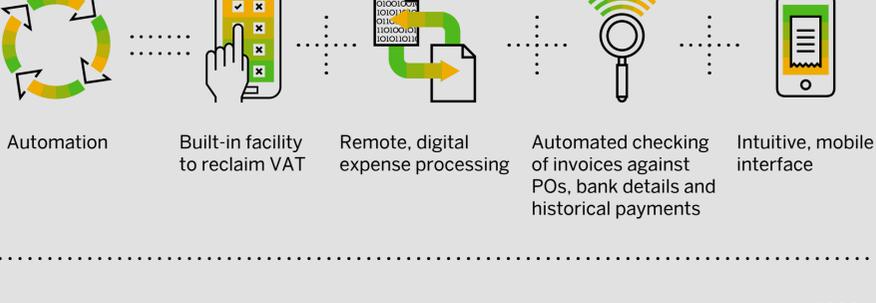


- Automation
- Access to the best travel deals on pre-approved, compliant travel
- Intuitive, mobile interface
- Location and mileage tracking with partner apps such as Google Maps
- Faster processing and reimbursement

Local Authorities Fiscal Compliance and Remote Working

Challenge
Fraud, hidden costs and complicated VAT reclaims. Frequent remote working means that productivity is impacted when employees have to return to the office to submit expenses. A once a week trip of 30 minutes to the office to deliver receipts, for a group of 120 social care workers in a given council = 3000 hours of lost hours per year or two extra full-time staff!

Barnsley Metropolitan Borough Council = **3000 expense claims** per month, with an average claim taking 30 minutes to be scanned, logged and sent to AP = **18,000 hours** (2250 days) of paid labour = **hundreds of thousands of pounds** in processing costs!⁴



- Automation
- Built-in facility to reclaim VAT
- Remote, digital expense processing
- Automated checking of invoices against POs, bank details and historical payments
- Intuitive, mobile interface

Non-profit and charities Cost efficiency, productivity and phishing

Challenge
A largely remote workforce means higher operational costs, loss of productivity and lengthy reimbursement times when done manually. Invoice phishing is also a threat to this sector.

Mencap has more than 7000 employees and volunteers split into 400 local groups across the country, generating more than **3000 expense claims per month**. It saved more than **£70,000 per year** in **administration costs** by moving to a fully digital solution in 2018.⁵



- Automation
- More efficient processes
- Automated checking of invoices against POs, bank details and historical payments
- Intuitive, mobile interface

Nine Things to Look for in a Spend Management Solution

- 1** Fast and simple **deployment & integration**.
 - 2** Data **security & transparency**.
 - 3** Fully **digital, fully mobile**.
 - 4** **End to end process automation**.
 - 5** State of the art **technology** (e.g. **Optical character recognition (OCR)**).
 - 6** Location data **tracking**.
 - 7** **Rich data sets and analytics**.
 - 8** **Cloud-based Intuitive interface**.
 - 9** **Specialist Customer Service**.
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What Do You Get for Your Investment? You Get a Solution.



Who in the Public Sector Are Already on the Road to Automated Spend Management?

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- Maritime and Coastguard Agency, Valuation Office Agency, NHS Blood and Transport, NHS Ambulance Trusts, Northumbria NHS Trust, Barnsley Metropolitan Borough Council and non-profit organisations such as TACT and Mencap.

Less laborious, manual expense processes mean more time for educating, caring, planning and helping. Don't miss out and don't get left behind. [Contact SAP Concur to find out how today.](#)

Sources

¹ Global Data Public Sector Technology
² Annual Fraud Indicator, 2017
³ Concur & Pima Community College case study
⁴ Concur & Gonzaga University case study
⁵ Concur & Barnsley Council case study
⁶ Concur & Mencap case study