



SAP Concur 

User Support Desk

The support you need, when you need it






Support and resources for your employees

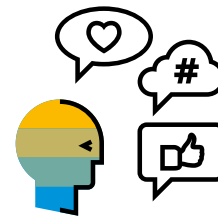
User Support Desk from Concur provides

We understand you want to do everything in your power to support your users. But providing ongoing support can be a resource- and time-intensive commitment that can quickly dominate the workday for you and your team. User Support Desk gives your employees access to dedicated, 24/7 support from knowledgeable Concur experts. They'll get the answers they need right away, which results in higher compliance, better adoption, more productivity and a solution that satisfies everyone.

With User Support Desk, Concur acts as the first point of contact via phone, UI link, online Knowledge Base or even chat (U.S. only). The Concur representatives are familiar with your specific system configuration and capabilities built around your corporate policies and rules. They are also familiar with the supported mobile platforms used by your employees.

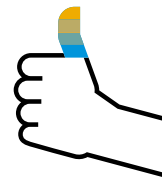
WHY USER SUPPORT DESK?

-  **Save time for you and your administrators.**
-  **Increase employee satisfaction.**
-  **Receive expert guidance.**
-  **Available 24/7.**
-  **Assistance available in multiple languages..**



SUPPORT DIRECTLY TO YOUR EMPLOYEES

Say goodbye to time-consuming administrative tasks and get back to focusing on what really matters.



PROMPT ASSISTANCE

In the event that a case must be logged, your Concur service provider will document the issue, provide updates and work with other teams across Concur until your issue is resolved.



KNOWLEDGEABLE RESOURCES

User Support Desk provides direct access to Concur consultants who are familiar with your solution and configuration. You'll receive the help you need to support everything from your company's business processes to your administrative and technical requirements.

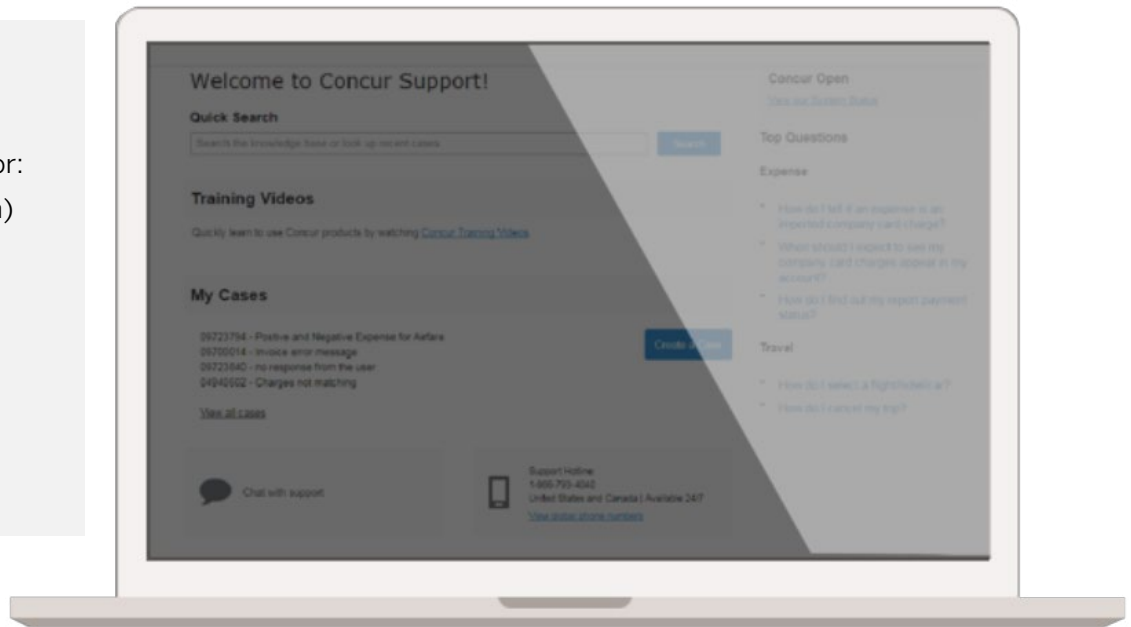
Round-the-clock access gives your users support on their schedule

Support Hours

English = 24/7/365

Local business hours for:

- Portuguese (Brazilian)
- French
- German
- Spanish
- Italian
- Dutch
- Mandarin



- **Flexibility when scaling your business**
Employees demand high-quality, 24/7 support with the need for immediate assistance. User Support Desk meets this demand by providing supplemental support to your employees—giving you one less thing to worry about as you scale your business.
- **24/7 access to support**
Your employees want quick answers while making travel arrangements or managing their expenses and invoices. Whether it is a simple request about how to access the right system, an inquiry about the status of a trip, a query about how to approve an expense report from their mobile device, or a question about what to do next, User Support Desk can assist your employees and keep them productive.
- **Access to accurate reporting**
User Support Desk provides you with a periodic review of your objectives, reporting on performance indicators such as opened and resolved support cases, number of support contacts and response time metrics.
- **Support where you need it**
Concur support professionals can help your employees by offering assistance in the following languages: Brazilian Portuguese, English, French (Canadian and European), German, Spanish, Italian, Dutch and Mandarin.

About Concur

Concur, an SAP company, imagines the way the world should work, offering cloud-based services that make it simple to manage travel and expenses. By connecting data, applications and people, Concur delivers an effortless experience and total transparency into spending wherever and whenever it happens. Concur services adapt to individual employee preferences and scale to meet the needs of companies from small to large, so they can focus on what matters most for their businesses.

Learn more at www.concur.com or the Concur blog.

BR COMPLIANCE AND FRAUD US 2017/11

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