



SavaSeniorCare Administrative Services, LLC Makes Life More Convenient for Employees and Saves \$217,000 on Concur Travel & Expense

About SavaSeniorCare Administrative Services, LLC

With 195 facilities in 22 states, SavaSeniorCare Administrative Services' affiliated facilities are one of the largest providers of short-term and long-term healthcare services in the United States. They are known for a highly skilled, caring staff and an organization-wide "respect" culture, in which all energies are fully focused on its residents and their families.

Streamlining a Paper-based Expense Reimbursement System

Due to the nature of its business, many employees hit the road on a regular basis, visiting prospective hospitals, doctors and the various facilities.

"About 35 percent of our travel spend is mileage," explained Dorene Graham, travel manager for SavaSeniorCare Administrative Services, LLC. "A significant percentage of our sales, marketing and clinical staff travel by car, daily."

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- LaShonda Ganious, Applications Manager, Accounting Systems and Concur Expense Administrator SavaSeniorCare Administrative Services

Although the organization had used the Concur Travel online booking tool for more traditional travel needs, its reimbursement system was totally paper based.

"Our employees basically filled out spreadsheets, printed them out and mailed these to Houston for processing," Graham explained. "There was no way to check on status or even check that the paperwork was received. Reimbursements took weeks; sometimes as long as a month. In the meantime, all the employees could do was wait, and hope that the reimbursement would magically get paid."

For mileage reimbursements, the staff member had to submit a handwritten mileage log along with the paper spreadsheet. Not only was the process time-consuming for the driver, but SavaSeniorCare management had no visibility into expense spend.

SavaSeniorCare Administrative Services LLC

Company Name

SavaSeniorCare Administrative Services, LLC

Solutions

Concur® Travel
Concur® Expense
Concur for Mobile
Policy Audit
Expense Pay

Industry

Healthcare

Company Size

20,000 employees
1,943 Concur users

Location

Atlanta, Georgia

Benefits

- Decreases cost of processing expense reimbursements from \$23 to \$12 each
- Provides complete visibility into travel and expense spend
- Calculates mileage from physical address to physical address, reducing "round ups"
- Gives users 24/7 convenience for filing claims or checking on reimbursement status
- Reduces time from submission to reimbursement from one month to less than a week
- Saved \$217,000 in 2014; \$53,000 Q1 2015

“Last year, we saved \$154,000 in expense and \$63,000 in travel.”

- Dorene Graham, Travel Manager, SavaSeniorCare Administrative Services, LLC

“We knew what we were spending overall, but had no easy way to drill down and see where we could save money—like paying for a rental car instead of mileage for longer trips.” Graham said. “We couldn’t verify mileage or effectively enforce policy. The whole thing was cumbersome and inefficient.”

Per LaShonda Ganious, Applications Manager, Accounting Systems and Concur Expense Administrator, “To me the ROI is truly the insight into spend because of the amount of detail employees have to enter, the expedited turn around time, and visibility of where the report is in the process.”

So, SavaSeniorCare management decided to go electronic, making the move to Concur Expense. To be successful, Graham knew they had to get employees ready for the change.

Driving Adoption from Day One

“We started communicating with our employees as soon as we decided to go with Concur Expense. We let them know that this new tool was coming out, and we promoted all of the great features, like the ability to submit electronically and check expense status 24/7,” Graham said.

This regular communication, along with mandatory expense training during system rollout, engaged users and enhanced adoption from the start. Post rollout the travel and expense team called on users to fill out an online survey. They also held focus group calls.

“We segmented our focus groups by user type, and asked for their feedback,” Graham said. “In some cases, we tweaked the system or updated a policy. But, even

“Not only do employees have a streamlined way to submit expense reimbursement requests, but management has full visibility into what’s happening, with compliance checks along the way.”

if we didn’t take the suggestion, I think the fact that we asked for input increased employee buy-in. We also have real, live contacts for people to call if they have questions or need help—that’s made a big difference, too.”

Driving Adoption from Day One Improved Policy Compliance, Faster Reimbursements, Complete Visibility

“Travelers now get built-in reminders on compliance,” Graham said. “If someone books over the maximum hotel rate, books airfare inside of 14 days or exchanges tickets, his or her manager is automatically notified and has the option of having that travel cancelled.”

Graham pulls weekly reports on exceptions—drilling down for a closer view of any questionable line item.

“I can go in and see the reason for the exception. Sometimes, it’s a conference hotel that’s above our typical spending limit; sometimes it’s an, ‘Oh, do we have a policy,’ even though that staff member probably got a pop-up window with that information during booking,” she said.

Mileage is easier to manage as well—for road warriors, the processing team and management alike.

“We require the use of Concur’s mileage calculator, so mileage is automatically calculated between the actual starting and ending address,” Graham said. “Not only do we know the mileage is accurate, but it’s easier for our users, too. They just plug in the address and go.”

If the employee is driving more than 135 miles, one way, he or she can use a Concur tool on the company’s intranet to compare mileage costs versus the costs of renting a car for the trip.

“The employee plugs in the number of miles, the gas price and other pertinent information, and can quickly determine the most economical option,” Graham said. “Although it’s not mandatory, we do encourage our staff to use the tool. I also monitor high-mileage users to look for patterns and determine other ways we can reduce costs.”

The drivers can submit their mileage reimbursement requests as often as once a week, with the cumulative mileage for any specific day in one entry.

“Because we can now process the requests more quickly, our travelers and our processing team are both fine with these weekly submittals,” Graham said. “Our employees typically see the money in their bank accounts in a week or less.”

Faster Processing, Greater Visibility and Off-the-Charts ROI

But, do all the efficiencies gained from Concur really make a financial impact? The proof is in the metrics—and SavaSeniorCare’s numbers do not disappoint.

“We calculated our ROI by comparing what we spent on Concur Travel and Expense fees versus what we would have spent had we kept our paper-based system—based on a \$23 cost for manual expense reports versus a \$12 cost with Concur,” Graham explained. “Last year, we saved \$154,000 in expense and \$63,000 in travel. That’s a total savings of right around \$217,000 in travel and expense.”

As impressive as those numbers are, for SavaSeniorCare Administrative Services, LLC, it’s only the beginning.

“In the first quarter of this year, we had \$37,000 expense savings and \$16,000 travel savings, for a total of \$53,000—and expect those numbers to continue to rise as we go through the year,” Graham said. “We are much more efficient and we have the insight to make changes to reduce expense—and none of that was possible without Concur.”

But, for Graham, the benefits of implementing Concur extend far beyond the numbers alone.

“You have to look at more than cost savings, you have to look at traveler satisfaction. We have road warriors who are out there every day, and we want to make them as comfortable and as safe as we can. You can use Concur to do that on many different levels—for example, you can use the system to block hotels that have had security issues,” Graham said. “No matter what perspective you take, Concur has made a positive impact. It has been a great benefit for our employees and it has also helped our bottom line.”

That’s the best combination there is.

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Administrative Services, LLC

