

Concur Solutions Help Aerospace Company's Travel and Expense Management System Take Flight

Company Name: LMI Aerospace, Inc.

Implementation: Concur Travel & Expense and Concur Managed Reporting

Industry: Manufacturing, design and engineering

Company Size: 1,350 employees

LMI Aerospace, Inc. provides state-of-the-art materials for large commercial, corporate, and military aircraft—including design and engineering services. When this cutting-edge company decided to bring its travel and expense management system into the 21st century, it chose Concur as the vehicle.

Before the organization adopted Concur® Travel & Expense, LMI travelers charged everything on their American Express corporate cards. Some employees submitted all expenses on an Excel spreadsheet, while others submitted only receipts with no reconciliation. The company paid a gigantic statement at the end of every month and visibility was nil.

“We spent hours trying to get some idea of spend,” said Susan Trevisano, Manager of Shared Services. “We cranked out a huge, multi-tabbed spreadsheet, but we couldn’t do anything with it—we couldn’t corral spend. There was no oversight.”

The company’s priorities were “standardization, visibility and control” when it switched to an automated solution. “We needed to synch everybody up,” said Trevisano. Immediately, they reissued cards to employees. Now, travelers use an American Express corporate card and employees who buy factory supplies use a purchasing card (Pcard). Transactions from both cards feed directly into the solution. “Employees log into Concur and pick the travel policy or the Pcard policy. All card spend is in the expense module.”

The flexibility of Concur solutions appealed to the organization. “We like that we can use multiple cards. We appreciate it’s scalable. LMI is going through tremendous growth right now. We just acquired another company. It’s very easy to bring new business into Concur,” said Trevisano.

The implementation process, though intensive for Trevisano, went well. She characterized the implementation team as “knowledgeable, seasoned professionals.” The team anticipated employees’ questions. “They understood what we were looking for without us really knowing,” she said. “And they offered customization for our configuration—we appreciated that kind of flexibility.” She was also pleased with the responsiveness of Concur customer support. “They want to understand the matter and ensure their interpretation is correct before they make any changes in the system.”

Since the company started using Concur solutions, benefits abound:

- LMI has negotiated better contracts with hotel providers and card companies.
- Increased visibility allowed LMI to see spend on meeting space “pop.” The organization is negotiating better pricing for meeting venues and shuttles. A portion of this increased visibility can be attributed to Concur Managed Reporting.
- For 69 percent of expense reports, approval time has dropped from two weeks to just 0–3 days; 16 percent take 4–7 days.
- Though the organization has not yet formally negotiated with its Pcard vendors, it now has the tools to work out better rates with its preferred vendors.

“Thanks to Concur, we’ll be able to get volume-purchase savings because we have visibility across all our plants,” said Trevisano.