

Concur Extended Service Dispenses effective Tool for Pharmaceutical Company

Company Name: Watson Pharmaceuticals

Implementation: Concur Travel & Expense and Concur Service Administration

Industry: Pharmaceutical

Company Size: 4,000 employees

After the Physician Payment Sunshine Act passed, Watson Pharmaceuticals had to adjust its prescription for travel and expense management. The Sunshine Act requires pharmaceutical, medical device manufacturers and biotech companies to disclose marketing and sales costs.

Before Watson automated their travel and expense solution, travelers tracked expenses on spreadsheets and had to mail-in receipts. The approving manager would then have to mail the report into the company's home office. After adopting an automated system, the company was able to reallocate headcount of one T&E Auditor position and realized significant savings on postage. "We saw efficiencies all along the line," said Dennis Pyper, Director of Accounting Operations. "Before, it was expensive, inefficient, and it was easy to lose things. Too many hands were involved. We had expense reports lost."

Instead of travelers using their own cards, the organization switched to a company-card system; transactions fed directly into Concur® Travel & Expense. Now, anyone who filed an expense report saved time with the new process.

Since Watson was using a Concur solution before tracking spend became mandatory, the organization already had an edge with regard to the Sunshine Act. "The solution enables us to track how much we spend on each professional. We didn't have a mechanized way of doing that before. Now it's in our configuration," said Pyper.

The organization had an exceptionally easy time changing their Concur Travel & Expense configuration to capture the necessary information, as the company has Concur® Service Administration. To provide the kind of rigor required by the Sunshine act it was necessary to:

- Identify the source and content of the Health Care Professional data that Watson was acquiring from a third party vendor.
- Configure the attendee data file to accommodate the available data.
- Work with a third party reporting service that takes the attendee extract data and prepares it to meet Watson's government reporting requirement.

Each step required testing to assure that data was properly configured and correctly imported into the Concur attendee database. The Service Administrator's understanding of the configuration was evident as he worked seamlessly with all parties to ensure that the data was imported in the correct format based on the specialized requirements necessary to support the Sunshine Act and that the data was available to users as required. Watson's Service Administrator assisted with testing to generate the test extract files provided to the third party reporting service, saving time and providing a level of understanding that was not readily available in house. To establish proper controls, the Service Administrator modified employee groups and records to capture all required attendee data and to integrate audit rules. Having an expert just a phone call away with intimate knowledge of both the Watson configuration and of Concur proved to be invaluable for the organization.

"Our Service Administrator is the one who helped us through the change for the Sunshine Act," said Pyper. "Any time we've needed help, Concur's taken care of us and any questions we have are answered, thanks to our Service Administrator. Concur's always been willing to help in any way that we need."