

Concur Expense Enables AEGON To Streamline Expense Claims and Focus on Clients' Financial Accounts

For AEGON, a global financial services company with UK headquarters in Edinburgh, a manual expense claim process had been the standard protocol for as long as anyone could remember. UK employees equipped with a corporate card were tasked with filling out a long paper-based expense form and submitting it to the Finance department. But, in this fast-paced industry, handling expenses for 1,000 employees became a long and cumbersome process, with employees spending too much valuable time on expense claims. This led to an evaluation of automated expense systems and the implementation of Concur® Expense.

AEGON was keen to move away from its manual paper-based process to an automated process, which would take the strain off employees submitting expense claims, as well the busy Finance department. Mark Sandison, AEGON UK's Business Solutions Manager, was looking for a system that would "be easy to use, efficient, integrate with corporate cards and give an insight into corporate spend." Concur Expense offered just that.

After a three-month implementation period, the benefits of Concur's automated expense solution were already clearly emerging for AEGON and included:

- Significantly increased efficiency in the overall expense claim process
- Integration with a range of corporate card providers
- Increased level of control and insight into employee spend
- Improved employee satisfaction

Fast reimbursement options for employees

After seven years of using Concur Expense, AEGON is still reaping the benefits of the system. "Our old manual expense claim process was long and horrendous, but we have now streamlined the process. The integration with Barclaycard and pre-population of expense claims has shaved time off the process, while the overall time spent managing expenses has reduced significantly," Sandison said. "All of our employees currently using the system are extremely happy with Concur and no longer dread the expense claim process. We're looking forward to many more years using Concur Expense."

Company Name:

AEGON

Implementation:

Concur® Expense

Industry:

Financial Services

Company Size:

4,900 UK employees

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