

USE CASE: TRANSFORMING A GLOBAL TECHNOLOGY COMPANY'S TRAVEL & EXPENSE PROGRAM

How Lyndon Group improved employee experience, strengthened compliance, and unlocked six-figure annual savings



CHALLENGES

The global program was multifaceted and characterized by a lack of consistent controls, leading to various challenges in its T&E program. This imposed significant administrative burdens on employees involved, complicating management and execution. Additionally, the program faced escalating compliance risks, which further complicated its successful operation across different regions, ultimately impacting the overall employee experience.

CLIENT OVERVIEW

A global technology company in the Life Sciences sector engaged Lyndon Group (LG) to conduct a comprehensive Travel & Expense (T&E) assessment across its SAP Concur Expense and Travel environments. Operating across North America, EMEA, and APAC, the company had expanded rapidly, leading to a fragmented and increasingly inefficient T&E ecosystem.

EMPLOYEE PAIN POINTS:	COMPLIANCE & AUDIT RISKS:	FINANCIAL & OPERATIONAL INEFFICIENCIES:
• Confusing workflows and approval paths • Employees required to fill out additional unused fields • Outdated training and in-system guidance • Slow reimbursement timelines • Misalignment between Configuration and Policy	• Significant personal spend misuse across corporate cards • Ineffective or missing gift & hospitality controls • Partial VAT/statutory allowance configuration • Conflicting policy documents • Audit processes not aligned with Intelligent Audit	• \$4M+ annual OOP spend reducing rebate potential • Aged card transactions complicating accruals • Low-value reports costing more to process than reimburse • IT/Finance rework from misaligned imports and workflows

PRIMARY GOALS

- Improve employee experience
- Strengthen compliance & internal controls
- Reduce administrative effort
- Optimize SAP Concur configuration
- Identify quantifiable cost savings

THE LG ENGAGEMENT

LG executed a full assessment including:

- SAP Concur Expense & Travel configuration review
- Policy gap analysis
- Workflow & audit mapping
- Corporate card, VAT, and compliance analysis
- Integrations & accounting process review
- User experience evaluation
- Financial impact modeling

WHAT LG DISCOVERED

Quantifiable savings & efficiency gains:

- \$150K–\$350K in annual improvements
- \$60K+ corporate card rebate potential
- \$80K–\$120K from eliminating low-dollar reports
- \$50K–\$150K in VAT/statutory benefits optimization
- 20–30% back-office time savings

Major compliance risk reduction:

- High-dollar personal spend exposure
- Failing gift/hospitality controls
- VAT & taxable benefit configuration gaps
- Misaligned policy vs audit rules
- User permissions requiring cleanup

Improved global employee experience:

- Simplified expense types and forms
- Clear, consolidated policy structure
- Updated training & WalkMe content
- Faster reimbursement cycles
- Cleaner workflows and system messaging

The Transformation Plan (Six-Month Roadmap)

- Global policy modernization
- Clean instance or reconfiguration
- Corporate card & reimbursement cleanup
- Accounting & integration optimization
- Employee training overhaul
- Configuration alignment

RESULTS & IMPACT



\$150K–\$350K annual savings identified



Reduced compliance risk and misuse exposure



Improved audit posture and global consistency



20–30% reduction in back-office workload



Clear roadmap for modernization & employee experience improvement