

## **Concur Travel and Expense Renewal** <sup>[1]</sup>

June 12, 2024 by [Staff](#) <sup>[2]</sup>

This year, the PSC will be renewing the university's contract with SAP Concur for our Travel and Expense Management system. This decision was informed by extensive market research combined with feedback obtained from customers surveyed by our consultant group leading our recent technology assessment. Both the market analysis and customer feedback suggested that there would not be sufficient benefits gained to outweigh the direct and indirect costs of conducting a system replacement at the end of the contract period this year.

During the next three years of our renewal period, we will continue to evaluate Concur's performance both in the Travel and Expense modules within our environment with a particular focus on the emerging AI technology and other platform enhancements under development with the supplier. As we adopt these enhancements and realize the capabilities and experience offered by these improvements, we will conduct further outreach with our customer base to collect feedback and incorporate that broader voice of the customer into future renewal or replacement decisions.

[Concur](#) <sup>[3]</sup>

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