



REV G TECHNOLOGY ACCELERATOR

SAP Concur > Salesforce Integration

ABSTRACT

Rev G client G3 Global Services gains access to 45 Million Business Travelers through the SAP Concur Enterprise Web Application representing a \$100M Revenue Opportunity. Rev G delivers the solution in less than 90 days, ahead of schedule and on budget.

Peter Perri

Chief Revenue Officer



Rev G Product: Technology Accelerator

General Benefit: Get Help to Solve Your #1 Technology Challenge Fast

Summary: Rev G (through its Galt Fox division) built and certified an Enterprise App on the Concur App Platform and then built 3 custom objects and more than 100 custom fields in Salesforce to receive data acquired via the App. The solution gives Rev G's client G3 Global Services access to more than 45 Million Business travelers representing a \$100M+ opportunity for G3 Global Services.

The Goal: Provide Vital Travel Documents up to 45 Million Business Travelers

The Industry: Global Business Travel

The Business Travel industry is a \$1.4 trillion industry.

The Client: G3 Global Services

G3 Global Services (G3) is one of the largest and most respected travel visa and passport companies in the US, with over 25 years of experience. With offices in every major location in the US, G3 has fulfillment capabilities for all travel visa and passport needs. G3 works with many of the Fortune 1000 companies, as well as individuals, to obtain the travel documents needed to travel internationally. G3 has expertise in the Tour Operator, Study Abroad, Corporate Travel, General Aviation, and Mission Support sectors.

Market Background: The Needs of the Corporate Travel Manager

G3's primary point of contact at the organizations they serve is the Corporate Travel Manager.

Corporate Travel Managers manage a company's strategic approach to travel (travel policy), the negotiations with all vendors, day-to-day operation of the corporate travel program, traveler safety and security, credit-card management and travel and expenses ('T&E') data management.

Because of the rise of Internet bookings for travel, corporate travelers have come to expect a seamless web-based booking experience. 78% Travel Managers rank "consumerization" as among the top three innovations they are most excited about offering to their travelers. Consumerization means a seamless web-based booking process empowered by modern web-based technology.

The Need:

While both Corporate Travel Managers and the business travelers they serve expect a seamless web-enabled travel experience, there is often friction in the process of obtaining travel documents like Visas and Passports. As a result, significant wasted productivity is often devoted to this process by both the Corporate Travel Manager and business travelers. G3 works with Corporate Travel Managers to eliminate friction; however, G3 lacked consistent and ongoing visibility into the trip details of the corporate travelers at its client accounts. Without visibility into the trip details the process of obtaining vital travel documents like visas and passports remains an "analog" process, often requiring multiple phone calls,

emails and paperwork back and forth between G3, the Corporate Travel Manager, and the business traveler.

The Solution: Connect to SAP Concur

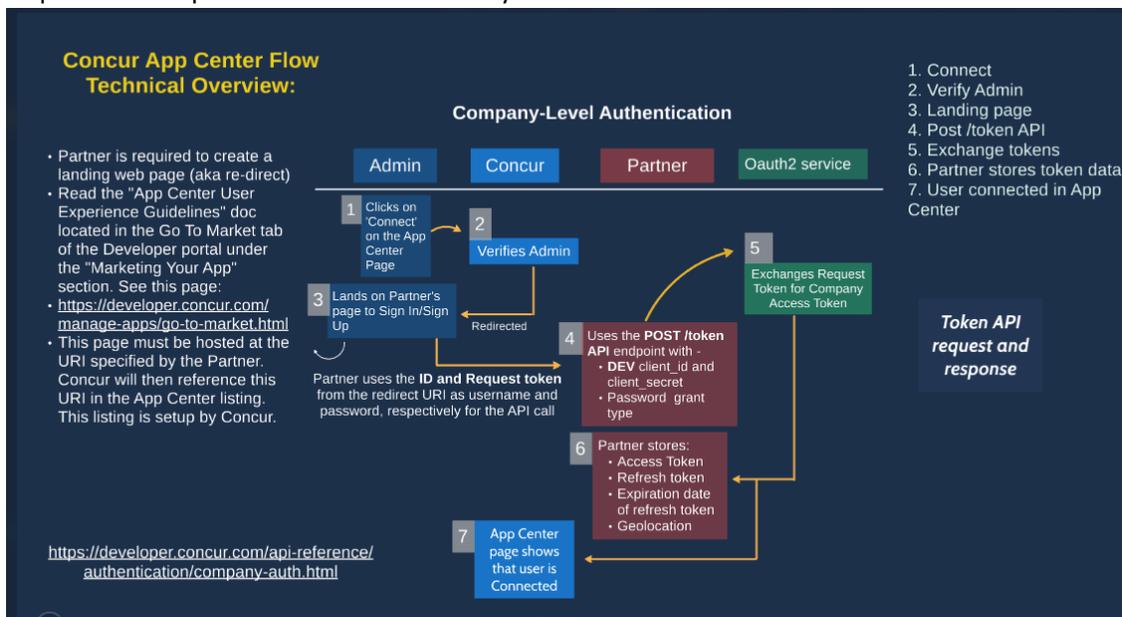
SAP Concur is the world’s leading provider of integrated travel and expense management services and solutions. Through its customers, the SAP Concur platform has access to 45 Million business travelers. Many of G3’s existing and prospective clients use the SAP Concur platform to book business travel on behalf of their employees and executives. By connecting to the SAP Concur platform, G3 will be able to securely access the itinerary, traveler and travel document information of the business travelers at the client accounts that it serves. In doing so, G3 can be proactive in ensuring that vital travel documents are updated and ready at the time of travel. SAP Concur allows connections to its data via it’s Enterprise App and Development Certification process.

Implementation Summary:

1. Build and Certify an Enterprise App on the Concur App Platform
2. Build an Interface so that G3 can manage its connections to client Concur instances
3. Acquire needed itinerary, traveler and travel document information and pass the data to a database making it actionable to G3

Implementation Details:

In August of 2018, Rev G (Galt Fox) was assigned a Concur development resource and granted access to a development sandbox. We developed the Concur App center flow using OAuth2 including Token API request and response. Below is a summary of the flow:



On October 4, 2018 G3 Global Services Enterprise App was certified on the Concur App Platform.

G3 Global Services - Certified Inbox x



• **Balan, Babitha** <babitha.balan@sap.com>

to me, Simon, • Doug ▾

Hi Simon and Peter,

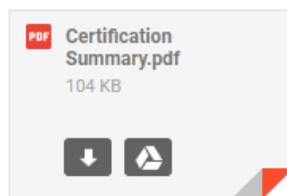
This is to officially confirm that G3 has been certified. Congratulations! 😊

Attaching a copy of the Certification Summary for your reference.

Please continue co-ordination with our Marketing team to enable go-live of the G3 App in SAP Concur's App Center.

It has been great working with both of you and good luck!

Thank you and kind regards,
Babitha



Discussions with Concur revealed that this was the fastest an Enterprise App had ever been certified on the Concur App Center.

Rev G then began Phase 2 of the Project: building out an interface for G3 to be able to manage client connections to Concur and connecting the data to Salesforce. Final work on both was completed on October 24, 2018. Below is a summary of Phase 2:

- created the needed custom objects in Salesforce
- creating the API connection from the certified Concur web app to Salesforce
- mapping all the desired fields from Concur to custom fields in Salesforce
- creating a web interface where your team can setup new connections to your clients' Concur accounts and allow the data to flow into Salesforce

Conclusion: In less than 90 days Rev G solved G3 Global Services' #1 Technology Challenge. By rapidly building and deploying the Enterprise App on the Concur App Center and connecting that App to G3's



Salesforce instance, G3 will be able to proactively manage its clients vital travel document needs. The Concur > Salesforce integration will create a more seamless travel experience for its customers, representing a substantial new revenue opportunity. Rev G delivered the solution ahead of schedule and on budget, exceeding the expectations of both the client and SAP Concur.