"These integrations have been a total lifesaver.

We have started to look back at cleaning up the mess created with our 'custom-built API' – in the end, it will have cost us more than Apex.

Your support and endless follow up helped move the project along at an aggressive clip, and we cannot be happier! Thank you all so much – **my only regret was not calling you sooner.**"
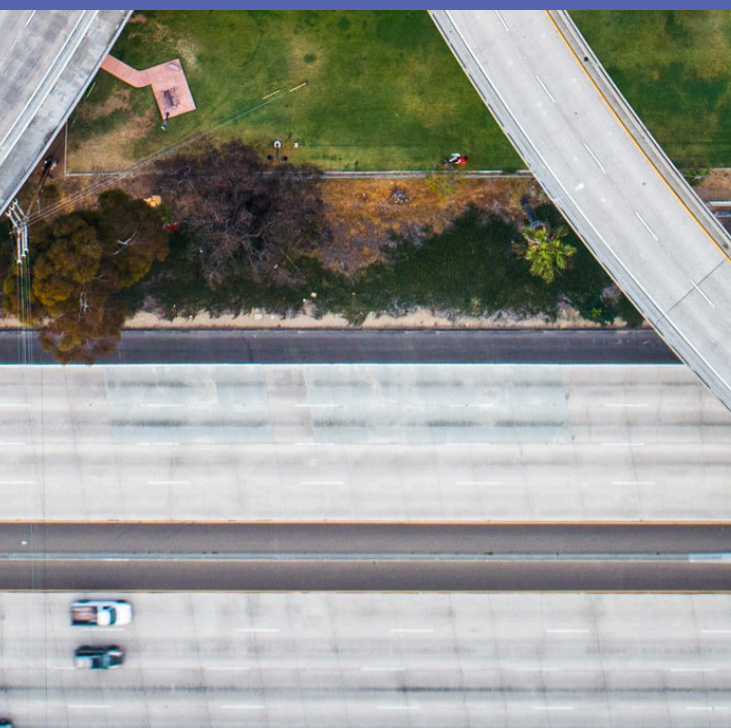
- Kayla Prata
BusinessManager, **Theatre Projects**

Case Study

Theatre Projects creates performance spaces that come alive. They consult on planning, design, art, architecture, and performance technology. Their expert team understands how artists and audiences will use each environment. As an observer of these striking spaces, one can't help but wonder at the immeasurable efforts that must have gone into their work.

But, at the end of the day, Theatre Projects runs a business. So every effort must be measurable—as must every employee expense.

A Failure to Connect

In early 2019, Theatre Projects had a problem. Employees were submitting reimbursement requests to their expense tracking system, SAP Concur Expense. But there was no connection between the expense system and their ERP. Some data could be manually keyed over, but this left out critical context, introduced a concerning risk of error, and forced the leadership team to make decisions based on incomplete information.

Employees weren't always successfully reimbursed for expenses, which was damaging morale and hurting employee retention. When you're designing world-class theaters, you can't just find the necessary level of talent anywhere. So every lost or dispirited employee is a costly hit to the business.

The average cost to hire an employee is **$4,129**, and it take an average of **42 days** to fill a position.

- The Society for Human Resource Management

First Attempt: Custom Development

Theatre Projects engaged with a third-party consulting company to build custom integrations between the ERP and expense system.

As the project moved forward, Theatre Projects could tell something was wrong. The consulting company was reporting more problems than progress. And worse, a new concern was

dawning on them. Even with this new integration in place, Theatre Projects was going to need additional staff to manage error handling, timeouts, support, security, overall managed service, and a long list of necessary capabilities and services.

This was not what Theatre Projects had hoped for. When they finally realized their outside consultant wasn't going to come through with a solution, they considered taking over the development in-house. But that still wouldn't solve for the additional staffing needs. They were deeply frustrated.

Introduction to **ApexConnect**

Urgently seeking a solution, The Theatre Projects Business Manager, Kayla Prata, went to the SAP Concur App Center (https://www.concur.com/app-center/) in October of 2019. There she found ApexConnect in SAP's curated list of Concur-integrated apps. It was enough to pique her curiosity. Kayla submitted a request to meet with ApexConnect.

The Theatre Projects team was understandably skeptical. They wanted reassurance that working with ApexConnect would be different from their prior experience. We, at ApexConnect, were able to introduce Kayla and team to other clients for whom we had built similar solutions. Those enthusiastic references helped put Theatre Projects at ease.

What's more, ApexConnect provided a 14-point plan that promised specific deliverables, so nothing was left to chance. We also showed that we could absorb the error handling, timeouts, support, security, and managed services that Theatre Projects was concerned about staffing and considerably reduce the project's expected cost.

Within two days of kickoff, the Theatre Projects team could tell they were finally on the right path. Because these integrations are ApexConnect's wheelhouse, 85% of the development was already prepared. The remaining work was related to business-specific rules, and ApexConnect progressed through those steps, as Kayla Prata put it, at **"an aggressive clip."**

A Holistic View of Spend

An encouraged Theatre Projects team decided to expand the scope to include SAP Concur Invoice integration and bring supplier expense data into the mix. If you're thinking, "Don't Concur Invoice and Concur Expense already talk to each other out of the box?" the answer is *no*.

ApexConnect Delivered

- Establishment of the ERP (Deltek Vision) as the **system of record** for projects, approvers, and vendors

- **Syncing** of fully processed expense and invoice data from Concur Expense and Concur Invoice to Deltek Vision

- **Full automatio**n with purpose-driven schedules and push-button integrations

- **Testing** and of a subset of data in a dedicated sandbox environment

- **Training**, scheduling, and alert **configuration**

- Production **launch** and ongoing **support**

Now Connected and Thriving

At Theatre Projects, employee and supplier invoicing and reimbursement is now a seamless experience, with no more manual intervention.

The Theatre Projects team can make decisions with complete information at their fingertips and focus on surfacing insights, rather than corralling data. It's much easier to understand the costs and progress of each project.

Hundreds of workforce hours can be reallocated to other functional areas.

You have digitized. But have you connected?

ApexConnect automates cross-platform data communication for improved efficiency and timely business insights. We have processed over $6B in spend for 187 customers across three continents. We speak debits and credits as fluently as we speak 1s and 0s, and we're adept at extracting and applying your unique business requirements.

Connect with us today to discuss how we can help connect your systems and bring order back to your business. You'll be in a winning position with a robust and future-ready spend management workflow during and after the pandemic.

CONNECT WITH US