

# Answers to Frequently Asked Questions (FAQ)

**Q: What exactly has changed about the AppZen and SAP Concur relationship?**

A: Concur will no longer be a reseller of AppZen's Expense Audit product. At or before expiration, customers will need to purchase directly from AppZen to continue their product access.

**Q: Why has the resell relationship between AppZen and SAP Concur changed?**

A: Our joint AppZen and SAP Concur customers told us that they wanted complete access to the AppZen Spend Audit platform that only our direct customers had access to, which means more AI models, custom processes, and personalized support. This was not possible for our customers who purchased our product from SAP as Concur Detect by AppZen. At the same time, we felt that all our customers should experience the intense customer success focus that AppZen has from implementation, support, and innovation that we just could not provide through the resell relationship with SAP Concur. We heard this feedback and acted to serve our customers' needs via a direct relationship.

**Q: How does this change of relationship benefit existing Concur Detect (by AppZen) customers?**

A: Our customers will benefit significantly from this change:

- Customers instantly get more AI models, customizable AI, Apps, analytics and benchmarks from AppZen — all of the features that were limited under the resell arrangement
- Customers will gain the benefit of ongoing innovation, such as cross-over expense, invoice, and P-Card audits; auto-rejection of high-risk expenses with high confidence; line-level savings; and autonomous invoice processing
- Customers' auditing software costs are immediately lowered by working directly with AppZen, as there's no longer a "middleman"
- Customers are assigned a dedicated Customer Success Manager to quickly address their needs

Customers have told us, and our data shows, that when they directly engaged with AppZen, the value they received from Expense Audit increased greatly, including lower false positive rates, lower spend in common categories, and a higher degree of satisfaction.

**Q: Will AppZen no longer be connected to Concur?**

A: AppZen remains a Concur Platform Partner and has been one since 2016, even before we entered into a reseller relationship. AppZen and Concur have a long-term agreement to ensure AppZen and Concur's mutual customers can continue to use our solutions together, including API access. In fact, AppZen is one of Concur's most popular and successful Platform Partners.



**Q: Will we need to re-authorize AppZen every day?**

A: No. As a Concur Platform Partner, AppZen will continue to use Concur APIs, as we always have, to connect the two systems. Connectivity will remain seamless.

**Q: Is AppZen Expense Audit being discontinued as a product? Is AppZen going away as a company? We have been told that AppZen Expense Audit is being retired.**

A: Absolutely not. When Concur says Concur Detect powered by AppZen is retiring, they mean that the Concur pricebook will no longer resell AppZen. We are a strong, well-capitalized, growing company, with over 1000 customers in Expense Audit, Autonomous Accounts Payable, and Spend Audit (cross-over T&E, invoice, and P-Card audit) processing, including 1/3 of the Fortune 500. AppZen remains committed to creating AI-based solutions that are purpose-built for finance teams, and Expense Audit is our flagship product. We are dedicated to providing a superior product to all of our customers, both today and well into the future.

**Q: Will we have to buy Concur web services to connect to AppZen?**

A: Absolutely Not. You need nothing more than an AppZen for your expense audit. Our partnership with SAP Concur covers everything.

**Q: What happens if I do nothing?**

A: Immediately, nothing. Your service will continue uninterrupted until the end of your current contract term. Delay in engaging directly with AppZen means that you could miss out on tons of innovation across compliance and automation that is only available through AppZen.

**Q: We have heard that AppZen and Concur will be on different systems/platforms and that one platform will be easier. Is that true?**

A: AppZen and Concur should already be connected through an automatic login using Single Sign-On (SSO). If your instance is not, AppZen can set that up for free. AppZen is built on an open web services architecture which means that, with AppZen, you not only have a seamless experience across Concur and AppZen Expense Audit, you also get access to Analytics and Benchmarks — all with one sign in. There will be no disruption or difference in how you access your system.

## Still have questions?

Contact your Customer Success representative or send an email to [charlotte.smith@AppZen.com](mailto:charlotte.smith@AppZen.com) and we will get in touch with you.