

How Business Leaders Can Drive Agility, Growth and Employee Success with **Transformational Leadership**

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THE BEST RUN 





93% of global executives agree that maintaining organisational agility is the only way to navigate uncertainty.¹

As the saying goes, change is the only constant. You never know when a crisis will hit your business, be it supply chain disruptions, natural disasters, or a public relations nightmare. The ability to manage these constant changes requires adaptability and quick responses.

Transformational leaders understand this and instill a culture of business agility. By moving quickly, transformational leaders allow their organisations and employees to thrive during periods of change.

A new leadership approach

Business agility is an intentional business practice that transformational leaders champion. They see beyond immediate challenges and provide a vision for the future. They see the valuable contributions of every department, every team, and every employee and get them to buy into a shared vision.

An emphasis on business agility requires a new leadership mindset that breaks traditional barriers and empowers all corners of the organisation to innovate based on the issues they see.



Who are transformational leaders? They are those who:

- Motivate and inspire employees to innovate and take risks
- Empower employees to shape the future success of the company
- Trust employees to act independently and take ownership
- Provide tools, resources, and development opportunities to allow employees to grow and thrive
- Mentor employees to become transformational leaders themselves



Only 46% of IT leaders say their organisation has made complete or substantial progress with digitising their invoice management.²



Only 15% of IT leaders say their organisation has made complete or substantial progress with digitising their expense management.³

Future-proof and scale your business with **transformational leadership**

Transformational leadership is even more crucial during periods of rapid change. Navigating through changing markets and business conditions relies on the ability to pivot quickly. Organisations that have the technology and processes in place to empower employees position themselves to thrive during periods of disruption. Smart automation using artificial intelligence and machine learning can help propel their organisations even further.

Digitally transforming finance processes and controlling spending is a good place for Finance and IT leaders to start. Flexible processes and strong control over cash flow provide the tools to build resilient, future-proofed businesses that can weather uncertainty and put them on the path to growth. By connecting all spending, you gain the clarity you need for:

- Better cash flow management
- Budgeting
- Forecasting
- Spend control
- Reducing fraud
- Improving efficiency and accuracy
- Gaining operational insights
- Growth initiatives



Four ways spend control can support your agility strategy:

1. Aligns your costs with business direction
2. Supports better cash flow management and policy compliance
3. Enables visibility into sources of company spend
4. Improves employee experience and retention



38% of IT leaders say their IT teams are spending slightly or significantly more time on automating existing processes.⁴

Employees at the **centre**

Organisations are only as successful as their people. Transformational leaders recognise this and invest in their human capital by creating exceptional employee experiences and forging pathways for career advancement opportunities.

Today's labour market means that leaders must work harder to make their organisations stand out. Employees who feel valued are more productive and more likely to stay, and a satisfying work environment is a powerful way to attract and retain top talent. The smart deployment of automation and machine learning frees up employees from manual work so they can focus on what matters most: strategic and engaging work.



Provide more support for employees by leveraging automation to:

- Limit repetitive tasks like data entry and approvals
- Let them focus on strategic initiatives rather than time-consuming paperwork
- Make their jobs easier with user-friendly and mobile-ready technology

Agility as a **growth engine**

Transformational leaders don't know what the future holds. But they do have a clear vision to guide them through challenging environments that they expect to navigate regularly. Transformational leaders see challenge as opportunity and don't shy away from the task.

Finance and IT can unite to give leaders and teams the solutions they need to make the best decisions using near real-time visibility into spending and cash flow. With the digital transformation of spending, organisations can generate the data they need to gain insights and act quickly. Consider expense and invoice management solutions. Even if you've already implemented one of these solutions, there are additional benefits to automating both.

Use expense and invoice management automation to:

Spot long-term trends

Near real-time data into spend allows leaders to identify business trends and make forecasts several months out.

Develop better procurement

Easy access to supplier spend data allows leaders to negotiate strategically with suppliers and prepare for anticipated future needs.

Free up time

Spend automation frees up valuable time for leaders and their teams so they can take on initiatives that drive growth and realise greater value.

Tackle the future with agility

Shifting business dynamics naturally upend old habits and create new ones. By rapidly deploying technology, leaders gain control over critical areas and get a glimpse into the future. Transformational leaders who value agility over process thrive and set the stage for a stronger future.



How can you cement the advances your teams adopt during periods of change to ensure they become part of your business culture?

Decision-making speed

Give teams the flexibility to spot challenges and propose solutions. Great ideas come from all corners of your organisation.

Boost collaboration

Finance and IT leaders can be strategic partners in helping shape their companies' organisational goals if they join forces.

Continuing investment

Innovative automation technologies that include artificial intelligence and machine learning have become indispensable tools for analytics and forecasting, but they require ongoing investment.



Your next move

Whether you've already started to digitally transform your finance processes with expense management or are just starting, fully automating how you manage company spend with an integrated travel, expense, and invoice management solution is a powerful tool for gaining operational agility to successfully lead through change and support future growth. Learn more by visiting concur.co.uk.

About SAP Concur

SAP® Concur® is the world's leading brand for integrated travel, expense, and invoice management solutions, driven by a relentless pursuit to simplify and automate these everyday processes. The highly-rated SAP Concur mobile app guides employees through business trips, charges are directly populated into expense reports, and invoice approvals are automated. By integrating near real-time data and using AI to analyze transactions, businesses can see what they're spending, improve compliance, and avoid possible blind spots in the budget. SAP Concur solutions help eliminate yesterday's tedious tasks, make today's work easier, and support businesses to run at their best. Learn more at concur.co.uk or the SAP Concur [blog](#).

¹Survey by SAP Concur and (E) BrandConnect, a commercial arm of the Economist Group, In tech-led pursuit of sound financial footing

²⁻⁴Oxford Economics, Leadership in a new era: IT steps up