Travel isn't what it used to be.

So why are you still traveling the old way?

THE BEST RUN **SAP**

96% of Travel Managers

say their companies were not fully prepared to manage travel during COVID-19.

Global Travel Manager Report, 2020

Were the days before the **Great Disruption** really as great as we remember?

Sure, you could book a business trip to just about anywhere without worry of whether or not you'd be let in (or out) of the country you were visiting. But as those restrictions begin to loosen, what remains is an even stronger incentive for better travel.

Companies stuck with yesterday's cumbersome booking channels – "our way or no way" systems disconnected from expense and finance – may find it difficult to keep pace with the ever-changing world of business travel.

Put another way, trying to do things "the way we've always done them" won't get you very far very fast – especially when there's a smarter, simpler, *safer* way to see and manage all your travel spend.

It is, as they say, the only way to go.
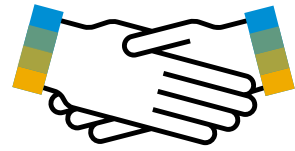
# Flexibility, visibility, safety, and a recent arrival – **cooperation.**

How we travel has changed. *Why* we travel hasn't: Businesses need connection, collaboration, and cooperation to grow – they need to see their customers across a table every now and then.

Finance and travel teams need to start working across the table from one another, too, because without a joint internal effort, they'll never arrive at the flexibility, visibility, and safety that travel now demands.

To create the most effective program, travel should venture beyond the travel manager's office. But decisions about it shouldn't rest solely on the shoulders of the CFO either.

Travel impacts everyone in the organization, and the sooner that finance and travel managers come together on this, the farther they can move their programs forward.
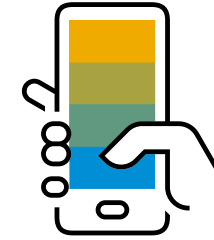
Like your next business trip, **it all begins with booking.**

In the good old days of travel (let's just say last year), many companies attempted to capture booking details by driving everyone to a singular booking tool. This limited flexibility reduced traveler's choices – and had the added effect of not working.

People want to book business travel the way they book other travel – they want to choose the brands they love – so they sneak past the corporate booking tool, causing you to lose access to the data you need. This limits your ability to support traveler safety and control costs.

By shifting to solutions that capture every booking every*where,* you'll not only give employees the tools they love, you'll get all the data you desire.

It's time to rethink travel,

and this is what the thought leaders are doing.

We'll say it again: To be a successful business in the new world of travel, your program needs to be flexible enough to:

- Adapt to instant and sometimes global change
- Offer complete visibility into what's being spent, because you can't control what you can't see
- Provide a way for you to protect your travelers (and your business) against the inherent risks of travel

With a better way to manage travel booking, you're equipped to *have* this flexibility and to *see* this data. You can bring travel teams and finance leaders together to deliver more for travelers, do more about cost control, and increase productivity. The right solution will show you how.

98% of Travel Managers

expect their companies to make near-term changes to their travel policies.

Global Travel Manager Report, 2020

Support your travelers
all over the world.

If you're working with a disconnected, legacy system that doesn't capture bookings made outside of your booking tool, you're not going to know where people are, where they're going, or how to connect with them if trouble arises.

But by capturing every itinerary detail regardless of how travel was booked and merging it with consolidated corporate card data, you'll have all the information you need to meet your duty of care obligations. Your travel team will be able to see where your travelers are at all times, so if a disruption occurs, you'll know who's affected. And you'll equip your company to support the safety of all your employees, reducing the risks for your business while increasing peace-of-mind for your people.

See your travel spend
in detail.

Cost control has always been an issue, and visibility has always been the answer. And as the world (including your business) moves through recovery, it is absolutely imperative to see as much spend as possible. Smart solutions shed light on bookings, so you can see what's going out the door. In fact, the oversight should begin *before* anything is booked – because when employees have an easy way to request trips, you get proactive control of compliance and costs.

Once travel is planned and paid for, you can bring finance and travel together with roles-based dashboards and spend alerts to track trends, analyze spending, and spot opportunities to negotiate better rates. You'll also have the visibility and controls to stay on top of policy compliance and stay ahead of regulatory requirements and budgets, as well as access to apps that use your spend data to automate and simplify VAT reclaim. Plus, managers can see what's been spent, what's pending, and what's planned, so they can make smart choices about where to direct their teams' budgets.

Create a **simple experience** that increases satisfaction and – yes – productivity.

As businesses move to recovery, getting the most from your employees matters even more than before. And if you want employees to get more done at work, get rid of the busywork. Give them solutions that eliminate virtually every piece of paper and frustrating manual step from the process. So instead of fighting your corporate booking tool, they use a simple app. Instead of tracking paper receipts, they snap pictures. Instead of guessing about travel details, they'll get updates on flight delays and gate changes – even neighborhood safety details, so they can make the best choices on the road.

Instead of menial, mundane tasks, they get their work done and do more.

The best part? Data from corporate cards, electronic receipts, and photos of paper receipts flows right into the system, so charges are automatically populated, itemized, and categorized in expense reports. As a result, wrapping up each trip is easier and faster, creating an experience that boosts satisfaction and productivity.

38% of Business Travelers

ranked health and safety as the most important factor when traveling for business.

Global Business Traveler Report, 2020

Finding a clear path forward.

Travel has changed significantly. But that doesn't have to slow you down. SAP Concur solutions offer the benefits we've talked about – offering an integrated, intelligent way to bring more control over booking, spending, and traveler safety. So instead of focusing on where people are headed, you can pay attention to what's getting done.

Visit **concur.com** to learn more.

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