

The corporate travel ecosystem

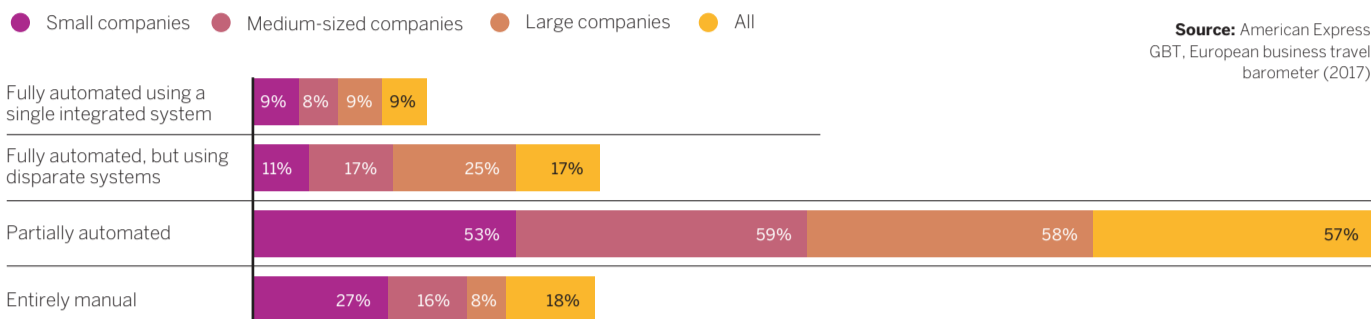


The journey towards 2030 and an integrated ecosystem is well underway

Policy and passenger trends are shaping the demands placed on business travel managers and their processes and procedures. These include increased traveller security, better data capturing and communication and more efficient expense management, all of which can be improved by automating the value chain.

The current use of mobile devices to manage travel activities indicates the readiness of business travellers to embrace the behaviours and data sharing required to fuel the ecosystem.

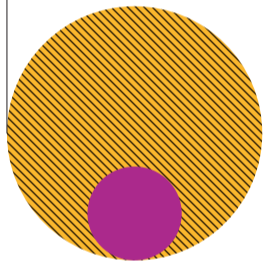
Current automation of the value chain



80% of business travellers rely on their phone to conduct business

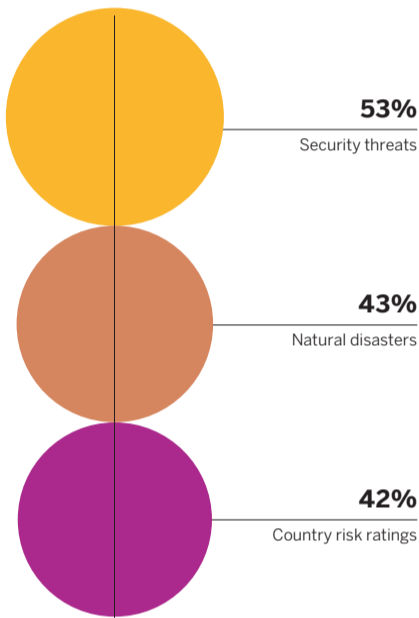
Source: Carlson Wagonlit Travel, CWT Connected Traveller Study (2017)

88% believe technology has made business travel easier to navigate



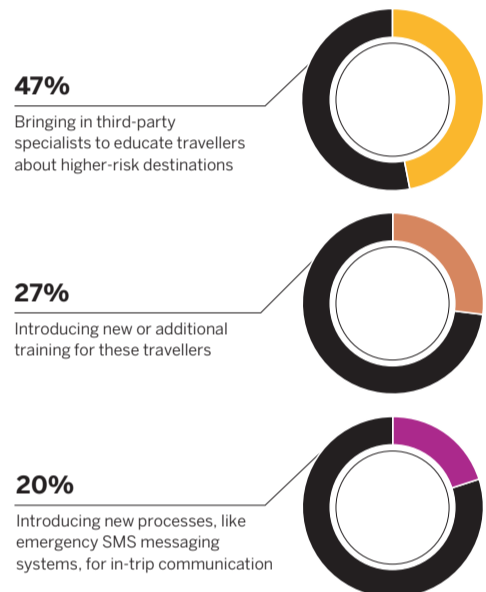
Top three reasons for modified travel itineraries

Source: Ipsos, Perceptions of travel risk (2017)



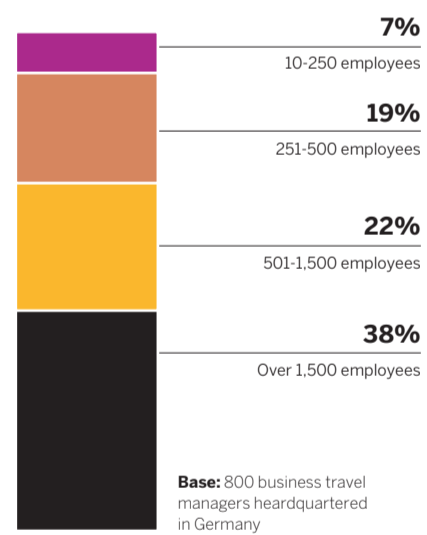
How businesses are improving traveller safety procedures

Source: ACTE, The Evolution of Travel Policy (2015)



Companies currently using traveller tracking tools by size

Source: The German Business Travel Association, VDR Business Travel Report (2017)



Current use of travel apps

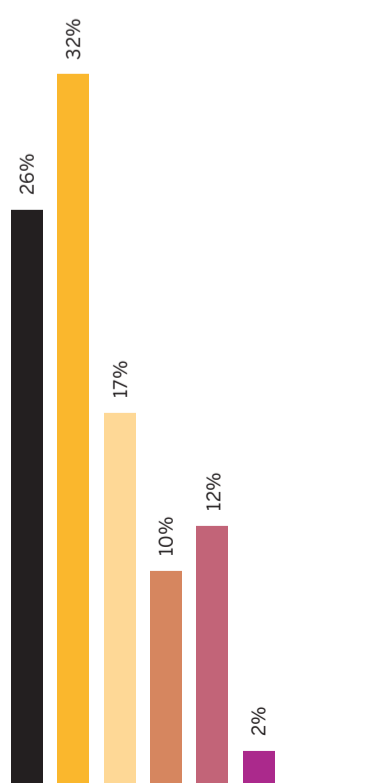
Source: AMEX GBT, ACTE (2017)



How far in advance does your organisation's finance team usually have visibility of travel costs?

Base: 500 UK finance leaders in commercial industries

- Once a travel request has been raised
- Once a business trip has been booked
- When we receive a bill from a travel management company
- Once a business trip is completed
- Once an employee submits an expense claim
- Don't know



Source: Concur; Connecting the dots on travel, expense and invoice spend (2017)

The top five challenges for Finance caused by process

Source: Concur; Connecting the dots on travel, expense and invoice spend (2017)

