

How Can You Meet Top Travel Management Priorities – **and Keep Employees Happy?**

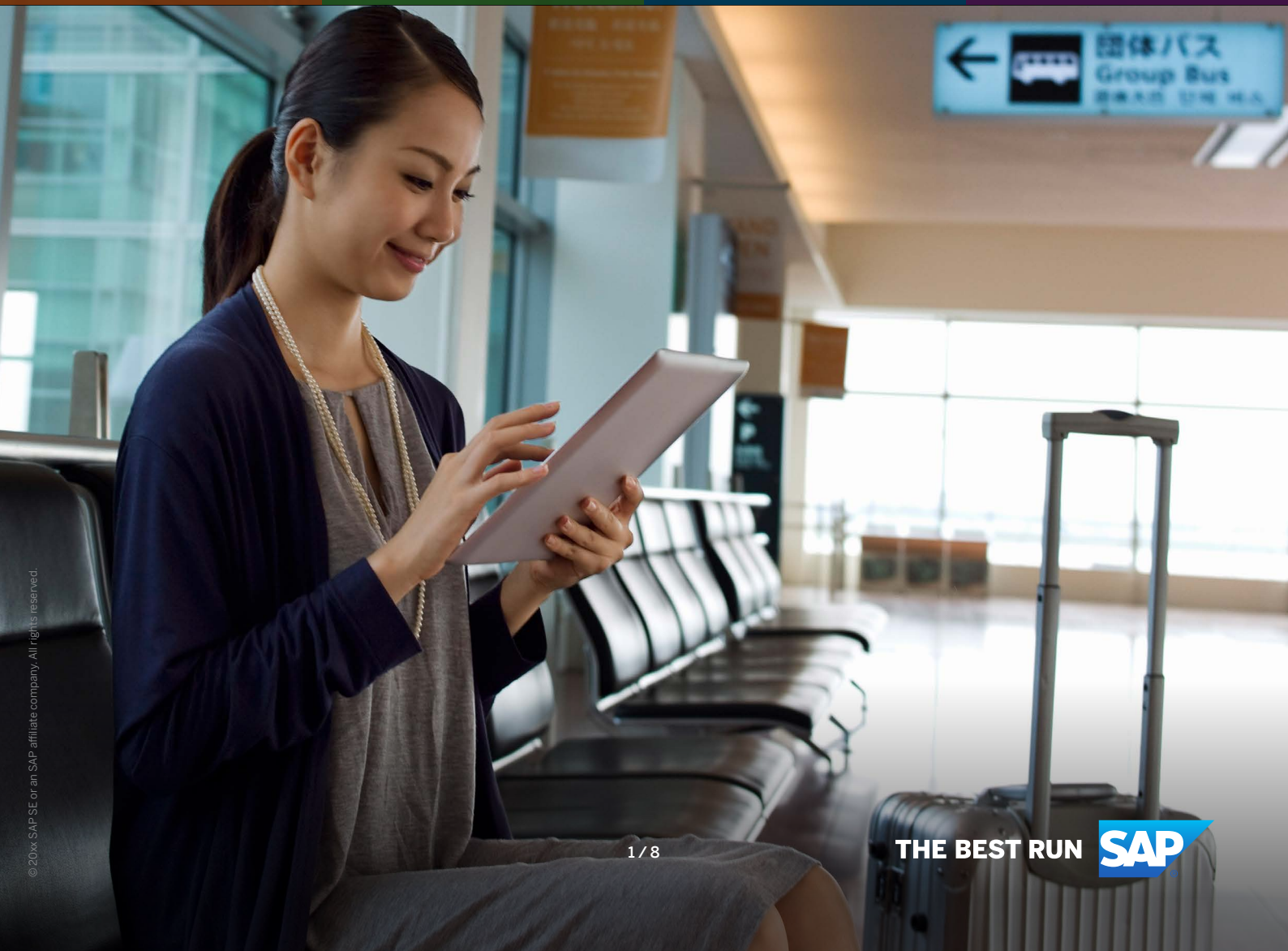
Navigating the complex world of business travel

The
Current State

The
Challenge

The
Opportunity

The
Solution



The Current State

Travel is a big expense that can yield high returns.



Spending on global business travel activity totaled **US\$1.33 trillion** in 2017.¹



A total of **\$1.2 trillion** was spent in Asia Pacific, North America, and Western Europe, while the remaining **\$125 billion** was spent between Latin America, emerging Europe, the Middle East, and Africa.²

But managing business travel is harder than ever.

Tax regulations, traveler safety requirements, and other restrictions are tying your hands. Travel suppliers are changing and merging, and they're targeting your travelers directly. And business traveler expectations have never been higher. Employees want:



More flexibility to book travel through popular Web sites



More accessibility to manage travel using mobile devices and popular, noncorporate Web sites

Better traveler safety



80% of travelers feel their personal safety could be threatened.



1/5 have even canceled a trip over security concerns.³

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These trends are global and cross-generational.



69% Of Asian business travelers are free to choose their airline or hotel from a preapproved list, or with no restrictions at all⁴

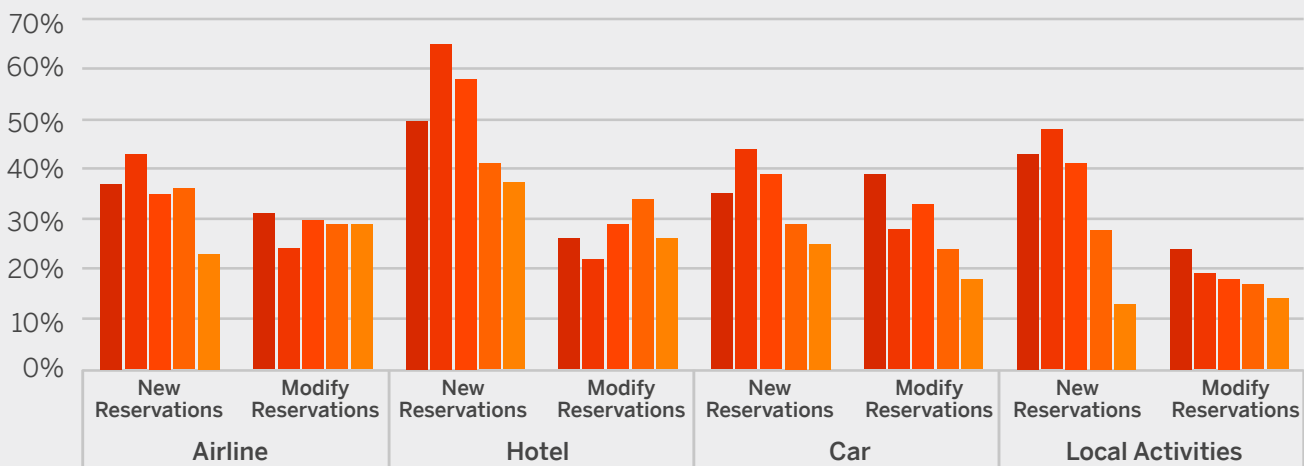


74% Have similar liberties in picking a hotel⁵

Figure 1: Managed Traveler Mobile Bookings by Age⁶

Managed Travel Mobile Bookings

● 18-24 ● 25-34 ● 35-44 ● 45-54 ● 55+



Question: Which business travel products have you researched, booked, or changed reservations for online using your mobile phone?
 Base: Managed business travelers that own a mobile phone (N=908)

The Challenge

Traditional travel solutions can't keep up with modern travel demands.

You can try to centralize your data with a conventional, closed, linear, end-to-end system. But as travel becomes even more complex, data must be collected from lots of traditionally disconnected, third-party systems for car, flight, and hotel reservations. Capturing all this data through a single channel or system can be challenging.

No wonder, compared to five years ago, travel managers now spend:⁷

66%

more time on data analysis and reporting

66%

more time on evaluating or implementing new technology

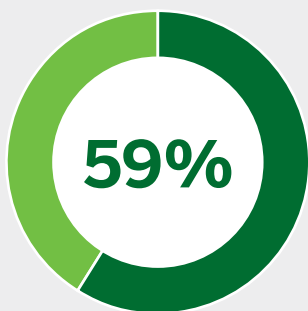
60%

more time on duty of care and traveler safety

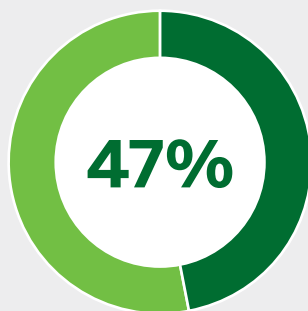
34%

more time communicating with travelers or addressing their concerns

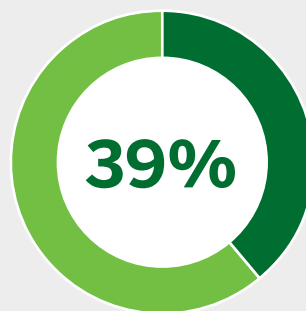
Figure 2: Top Strategic Priorities of Travel Managers⁸



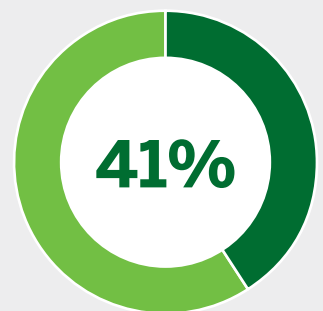
Want to increase cost savings



Would like to boost compliance



Seek to improve risk management and duty of care

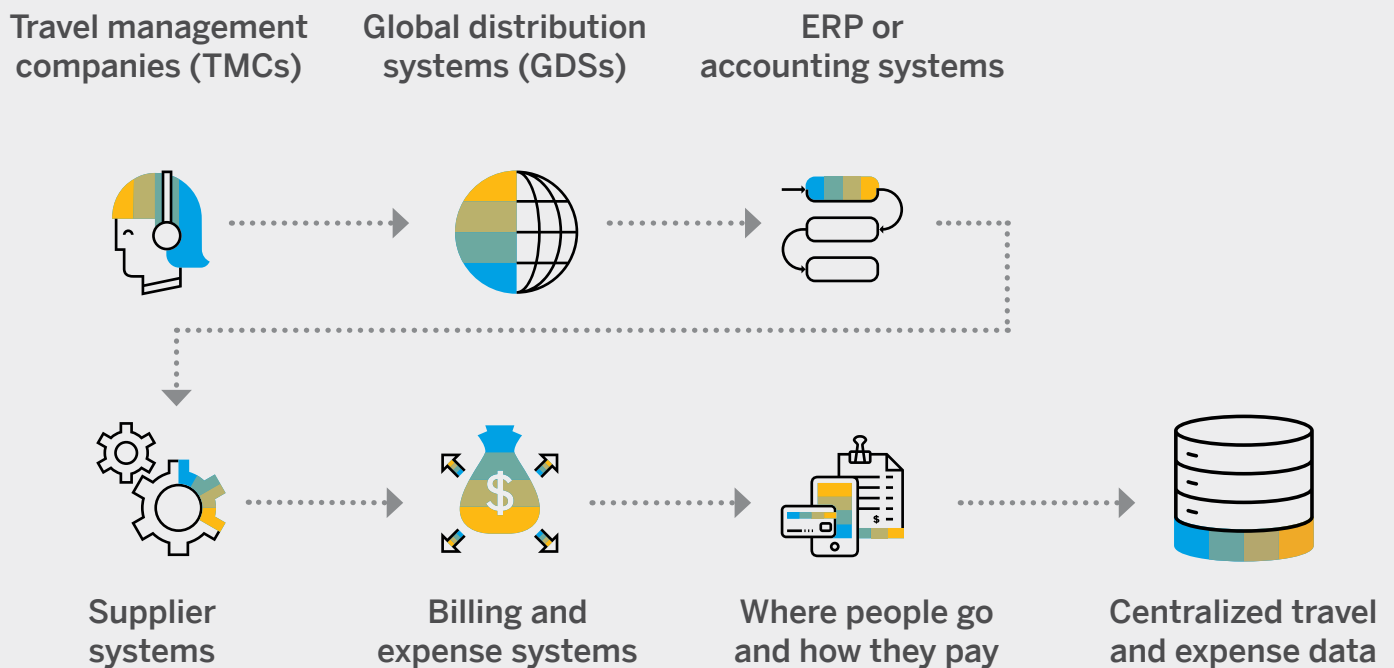


Hope to improve traveler satisfaction

The Opportunity

There has to be a better way – and now there is.

Every aspect of your unique travel ecosystem must be linked and sharing data in near-real time.



By enhancing your current solution to connect all employee expenses and travel expenses, you get the control you need while giving your travelers more choices – all while future-proofing your business for the new world of travel.

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Manage the complexities of modern travel – and whatever comes next.

With a future-proof travel management solution, you can:



Connect all the facets of your travel spending by bringing together data from suppliers, corporate card providers, and your ERP or accounting systems to your GDS and TMC partners.



Capture itineraries, no matter where travel is booked and keep them all in one place and up to date.



Give your travelers more choices while taking advantage of negotiated and published rates and fares.



Reach your people wherever they are, with accurate data on employee locations and risk levels and two-way communication.



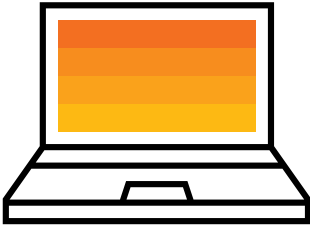
Stop bad travel spending before it happens by setting up spending controls and preapprovals before travel is booked.



Validate what's booked and what's spent with what was approved by matching itinerary data with credit card charges and hotel receipts.



Tighten policy controls by unifying travel and expenses so nothing falls outside scrutiny.



To learn more, visit us [online](#).

SAP® Concur® solutions take companies of all sizes and stages beyond automation to a completely connected spend management solution encompassing travel, expense, invoicing, compliance, and risk. For more than 20 years, these leading, innovative solutions have kept customers a step ahead by delivering time-saving tools, connected spending data, and a dynamic ecosystem of diverse partners and apps. User-friendly and business ready, SAP Concur solutions unlock powerful insights that help businesses reduce complexity and see spending clearly so they can manage it proactively. For more information, visit [concur.com](#).

- 1., 2. GBTA BTI Outlook, August 2018.
- 3.–5. Asia Travel Leaders Summit, “Asian Business Travellers: Five Things You Need to Know,” 2015.
6. “Capturing and Controlling the Invisible Spend,” Phocuswright, November 2017.
- 7., 8. “Lost in Translation – Changing Landscape, Familiar Challenges,” GBTA Report, 2018.