# Are you going in the right direction?

A quick guide to navigating the complex world of business travel.

# Managing business travel is harder than ever. BUT THERE IS A SOLUTION.

Massive changes in business travel are putting pressure on the process of business travel. At the same time, the pressure to meet your goals for travel has never been more intense.

The value and financial return from business travel is widely accepted, but that return is dependent on delivering the most efficient and controlled travel process as possible. And to get that level of control, you need to understand the forces challenging the day-to-day operation of business travel and the impact those forces have on your business.

**This guide shows you how.**

# Just do the IMPOSSIBLE.

When you're in charge of managing your business travel budget, all you have to do is:

- *Get more savings out of your spending*
- *Fall immediately in line with every regulatory requirement*
- *Keep track of all of your travellers all the time*

And travellers, of course, want:

- *More flexibility*
- *More mobility*
- *Fewer hoops to jump through*

It's chaos, and, if you're not careful, you get caught between serving your company OR your travellers—not both—so each gets less than the best.

## Top Strategic Priorities of Travel Managers:
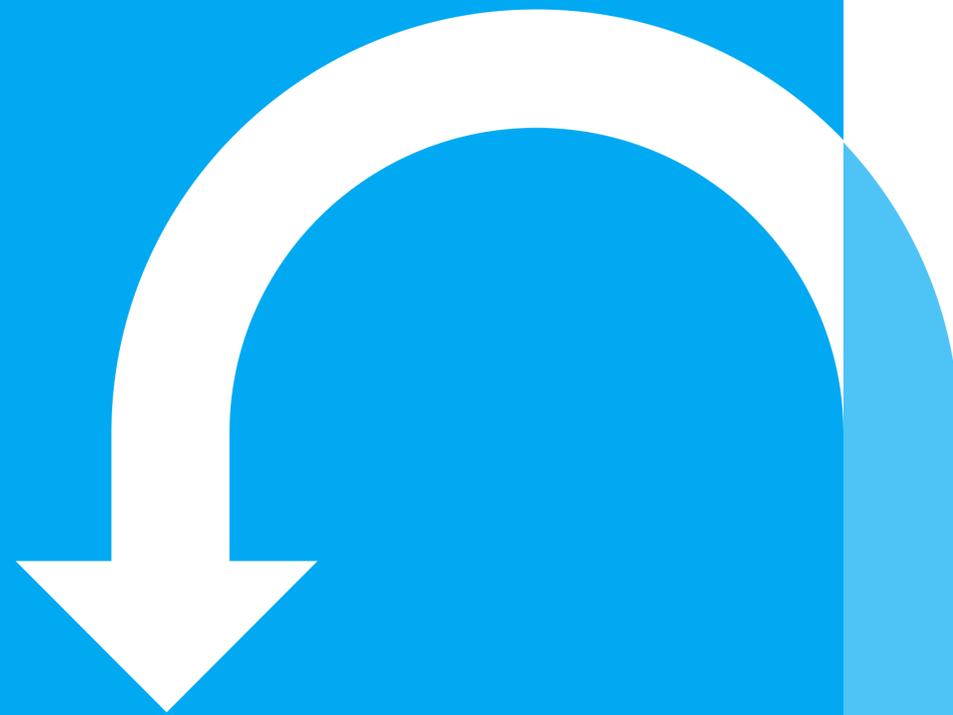
**59%**
want to increase cost savings

**47%**
would like to boost compliance

**39%**
seek to improve risk management and duty of care

**41%**
hope to improve traveller satisfaction

## Did you know?

Your business travel may lead to income tax liability. If your team travels internationally, you may able to reclaim significant value added tax (VAT).

**BUT IF YOU CAN'T TRACK THE SPENDING, YOU CAN'T MANAGE THESE RISKS.**

# How do you improve COMPLIANCE and keep down COSTS when you have less CONTROL?

Regardless of the scale or state of travel within your business—whether you have foundational policies that guide travel purchases or a program built with a Global Distribution System (GDS), a Travel Management Company (TMC) and an online booking tool—you've put the pieces in place to manage your travel budget. But if you're like most businesses, you're still wondering why you're not getting the most out of your travel budget.

The simple answer is this: ***Traditional travel solutions can't keep up.***

➡ **Traveller expectations have never been higher, and business travellers won't tolerate inefficient tools and processes.**

➡ **Tax regulations, traveller safety requirements and other restrictions are tying your hands.**

➡ **Travel suppliers are changing and merging, and they're targeting your travellers directly.**

If you're facing these changes with the same old solutions, it might seem to be working, but you could be exposing your business to millions in unmanaged costs and unnecessary risks.

# The old way ISN'T working.

The traditional, single vendor solution is going nowhere. One process simply can't cover the virtually limitless channels of travel and expense data streaming in.

You can try to centralise your data with a traditional, closed, linear, end-to-end system. But as travel becomes even more complex, capturing it all through a single channel simply isn't possible.

**TMCs**  **GDS**  **ERP**  **Suppliers**

**77%** of CFOs report **instantaneous access to** a unified, comprehensive, and fully up-to-date set of financial and performance data is critical to their businesses' success over the next five years.

# The solution:
## CONNECT EVERY PART of business travel.

The answer lies in linking together every aspect of your unique travel ecosystem: TMCs to GDSs to suppliers to ERPs or accounting systems to billing to expenses to, well, anything that impacts where your people go and how they pay for it.

- Instead of leaving gaps in your data, *you capture it all.*

- Instead of seeing some of your spending, *you see every penny.*

- Instead of hoping your travellers are safe, *you can locate and reach them always to meet your duty of care.*

- Instead of fighting regulations, *you can be confident in your compliance.*

- Instead of worrying about hidden costs, *you proactively spot new ways to save.*



Existing Systems

Targeted Apps & Solutions

Supplier Data
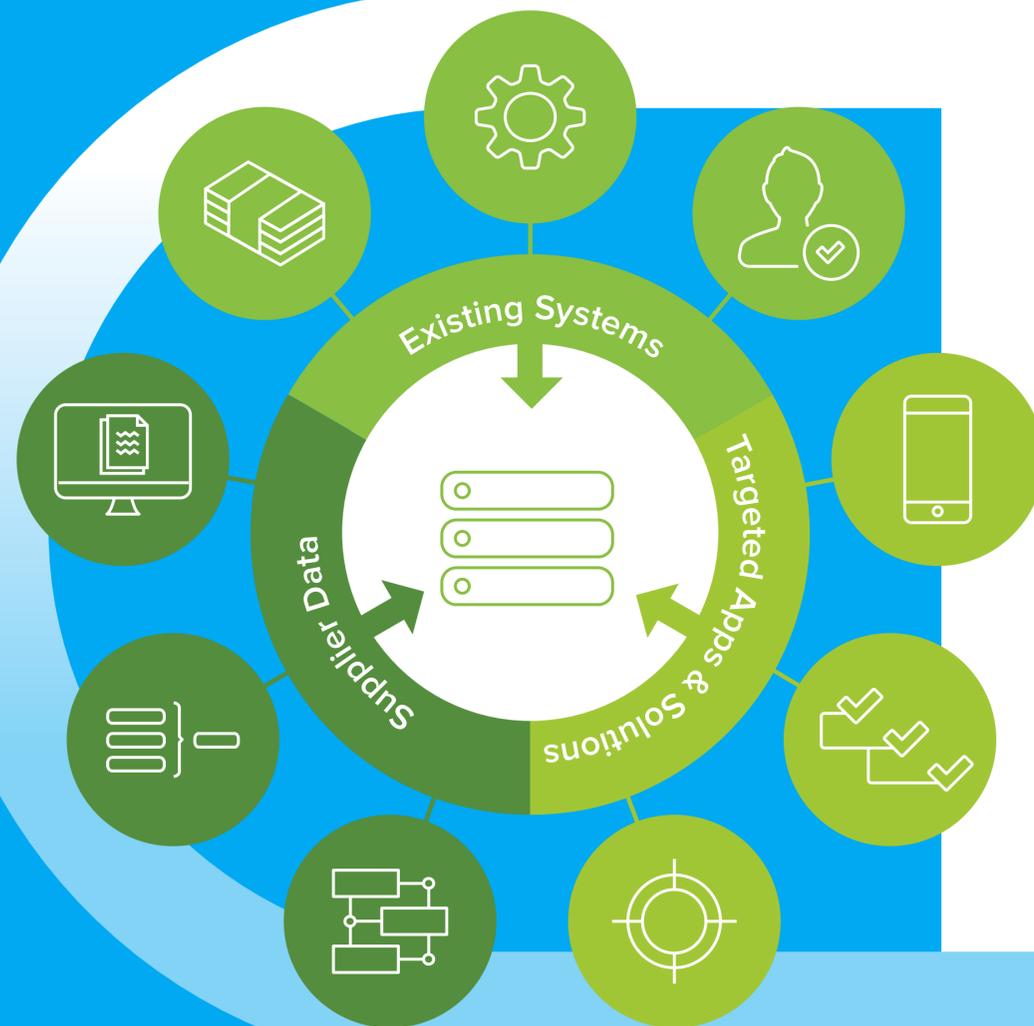
You can give travellers, regulators and your company what they want. You simply need to rethink your approach to managing travel.

# CONCUR

## FUTURE PROOF YOUR BUSINESS IN THE NEW WORLD OF TRAVEL.

Concur gives your company more control while giving your travellers more choices—making it easier to manage the complexities of modern travel and whatever comes next.

# Create a CONNECTED EXPERIENCE for your business and your employees.

## Connect all the facets of your travel spending.
Concur brings together all of the key components of your travel spending today—from suppliers, corporate card providers and your ERP or accounting systems to your GDS and TMC partners—and prepares your business for whatever comes next.

## Give your travellers more choices.
Concur connects you to negotiated and published fares and offers more global flight and hotel choices.

## Capture itineraries, no matter where travel is booked.
Concur shows you every itinerary and lets travellers forward itineraries booked outside your system back into your system.

## Connect to a partner with a proven, global track record.
Concur has been a global T&E leader for more than 20 years.

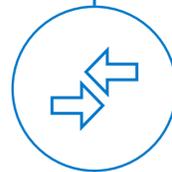# Put your **TRAVEL DATA TO WORK** for the business.

## Reach your people wherever they are.
Concur shows employee locations and risk levels on an interactive map—and enables two-way communication.

## Stop bad travel spending before it happens.
Concur lets you set pre-spend controls, requests and approvals, making it easier to forecast and stop overspending.

## Validate what's booked and what's spent with what was approved.
Concur matches itinerary data with credit card charges and hotel receipts, so you can compare what's spent to what was approved.

## Tighten policy controls with a single, integrated system.
Concur unifies travel and expenses, so you can close policy loopholes and enforce spending policies across the board.

# Put your TRAVEL DATA TO WORK for the business.

## Tap the apps that deliver new ways to save.

Concur has a vast network of app centre partners that cater to your organisation's specific needs:

Cut mobile spending by identifying booked trips that may incur roaming or additional mobile charges.

Manage payroll tax liabilities by detailing tax implications for each employee and destination.

Don't leave money on the table. Check Concur T&E data for reclaimable VAT.

**CONCUR**®

# This is a new way to look at travel management, AND IT SHOWS YOU EVERYTHING.

## About Concur

Concur, an SAP company, imagines the way the world should work, offering cloud-based services that make it simple to manage travel and expenses. By connecting data, applications and people, Concur delivers an effortless experience and total transparency into spending wherever and whenever it happens. Concur services adapt to individual employee preferences and scale to meet the needs of companies from small to large, so they can focus on what matters most for their businesses. Learn more at www.concur.co.uk or the Concur blog.