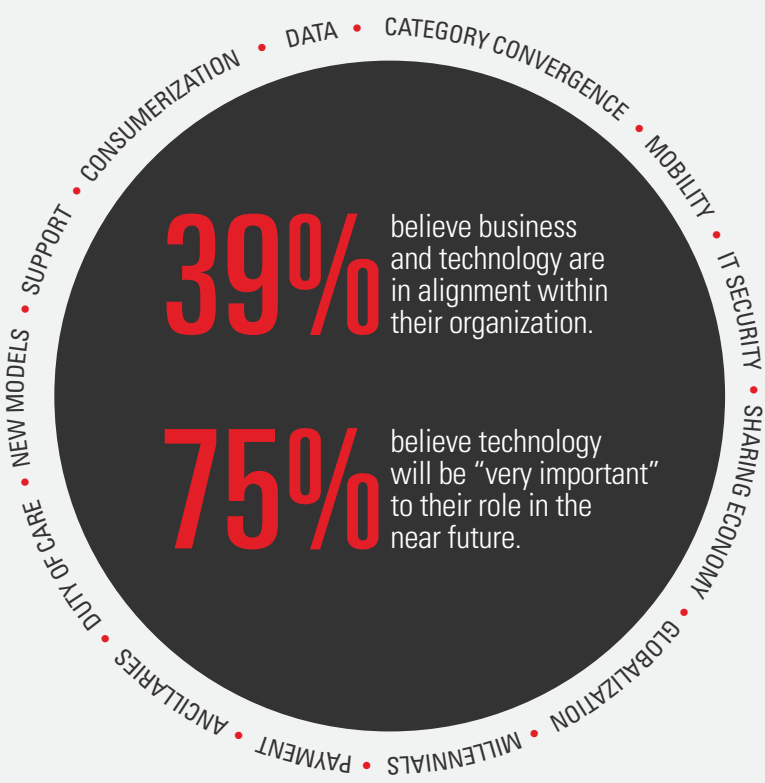


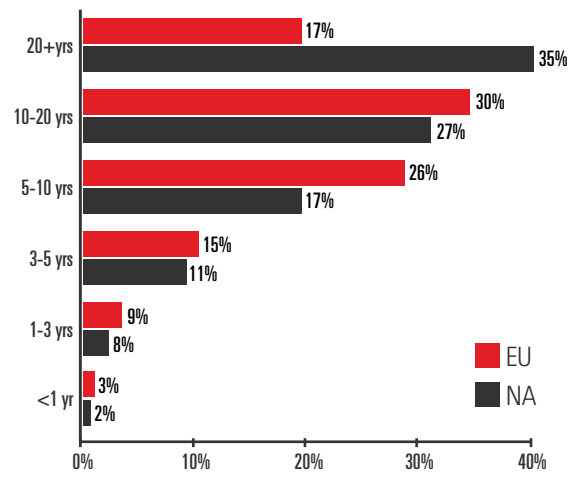
# The Travel Manager 2020

Foundational Shifts in the Role of the Travel Manager

## The Role Today

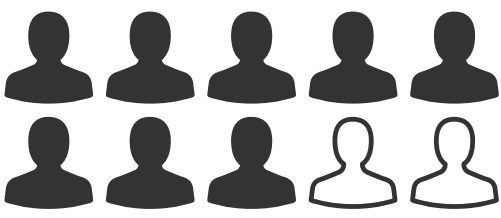


### YEARS OF EXPERIENCE



### TOP CHALLENGES

- Compliance
- Managing Costs
- Globalization
- Insufficient Staff
- Data
- Keeping up with Technology
- Engaging Senior Leadership



Roughly 8 out of 10 travel managers consider building and managing contracts with suppliers to be "very important".

### TOP THREE MOST TIME CONSUMING ACTIVITIES



**35%** of travel managers are satisfied with the travel tools and reporting capabilities available to them.

### TOP USES FOR METRICS IN TRAVEL PROGRAMS



### VIRTUAL CARDS



#### BENEFITS

- Controls for compliance
- Data reconciliation
- Fraud protection

**51%** rate developing and monitoring compliance as one of the top three most time consuming activities.

**20%** of travel programs pay for travel using a single-use virtual card.

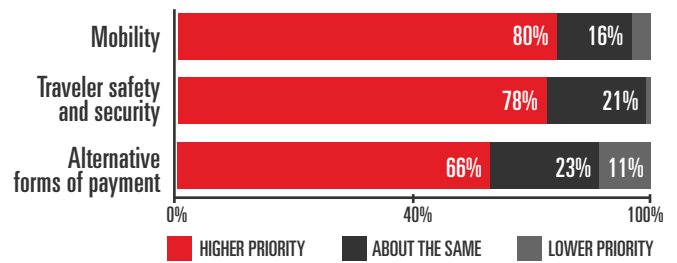
**66%** expect alternative forms of payment technology to become a higher priority in the next 3-5 years.

### MOBILITY



Mobility expected to play a greater role in duty of care where there may be an increase in communications and traveler tracking.

### TOP PRIORITIES NEXT 3-5 YEARS



**80%** expect mobility to become a higher priority in next 3-5 years.

## The Role in 2020

### CAREER ASPIRATIONS

**44%** advance to a higher level role in travel.

**13%** transition to another functional area.

**29%** stay in current role.

**13%** transition to a larger travel program as a travel manager.

### EXPECT ROLE TO BECOME MORE STRATEGIC IN THE FUTURE

