

TRAVELER EXPERIENCE PLATFORM

MARKET RESEARCH



75% of travel buyers believe that technology will be critical for their role in the future

TOP TECHNOLOGICAL PRIORITIES FOR TRAVEL MANAGERS:

- Mobile functionality / enhancements **77%**
- Expense management functionality / enhancements **73%**
- Fare tracking & rebooking solution **61%**

TOP REASONS FOR USING UNAPPROVED CHANNELS:

- Inconvenience **36%**
- Hotel being a last minute decision **30%**
- Booking through preferred hotels channels took too long **25%**

TOP STRATEGIC PRIORITIES FOR TRAVEL MANAGERS:

- Increase cost savings **59%**
- Increase policy compliance **47%**
- Risk management and duty of care **39%**
- Enhance data capabilities **32%**
- Improve traveler satisfaction **31%**

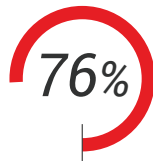
TOP 5 REASONS WHY CURRENT CORPORATE TRAVELERS ARE UNSATISFIED:

- I can find lower fares & better rates online **56%**
- I prefer to book my travel with my favorite suppliers **35%**
- Complicated process and takes too long **30%**
- Unable to buy optional airline services **24%**
- Does not deliver my personal flight preferences **24%**

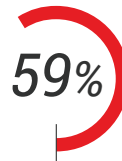
NON-COMPLIANCE WITH PREFERRED CHANNEL POLICY LEADS TO:



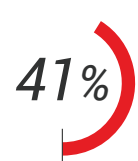
Poor traveler tracking



Weakened negotiation power with suppliers



Travelers wasting time making own booking



Expensive fares

HOW BUSINESS TRAVELERS UPDATE THEIR ITINERARY DURING A TRIP?

NORTH AMERICA | EUROPE

Reach out to airline or hotel
54% | **36%**

Make changes through mobile app
41% | **27%**

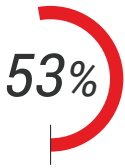
Reach out to admin or internal company resource
25% | **24%**

Reach out to my organization travel agency or TMC
25% | **30%**

Reach out to my organization travel manager/travel dept
25% | **27%**

None of the above
5% | **7.5%**

VIRTUAL PAYMENTS



Suppliers accept single-use virtual accounts



Buyers spend on average **40 hours of internal time** per month reconciling payment

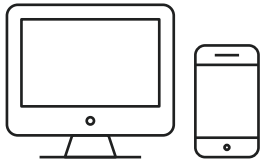


4 in 10 buyers are familiar with single-use virtual credit cards



2 in 10 have implemented them

TRAVEL RISK MANAGEMENT



AFTER TRAVELERS BOOK THROUGH HOTEL WEBSITE OR APP:

- Not required to share with company **42%**
 - Share with travel manager **22%**
 - Manually add to company's travel program **21%**
 - Submit to company via software **13%**
- 30 day** time period



54% of travelers carry no specific contact information for use in a crisis abroad



62% of flights are cancelled after noon;
Note: between noon & 1am
44% of flights are cancelled between lunch & dinner;
Note: lunch (11-3), dinner (4-8)

TOP 5 SITUATIONS THAT REQUIRED BUSINESS TRAVEL AGENTS TO ASSIST THEIR CLIENTS INCLUDED:

