

Choosing the Right Online Travel Booking Tool

The Foundation of a Flexible, Responsive Travel Program



Table of Contents

- 3 Reimagining Travel Booking: Why Now?
- 5 Envisioning a Better Way to Book and Manage Travel
- 6 Look for Seamless Applications and Tools That Turn Data into Insights
- 7 Focus on the User Experience
- 8 Check the Boxes on Core Functionality
- 9 Concur Travel: Transforming Travel Management from End to End





Reimagining Travel Booking: Why Now?

As your business takes to the road, rails, and skies again, your travel program needs to be more adaptable than ever. At the same time, you need to **balance employee safety and satisfaction with cost control** and have the flexibility to quickly respond to shifting plans and priorities. It all begins with transforming the travel booking process so you can approve travel plans before they turn into costs and connect to transaction data at the point of purchase.

This is vital to centrally managing every part of the travel process in a way that creates a more responsive, flexible travel program that employees love. Transforming the

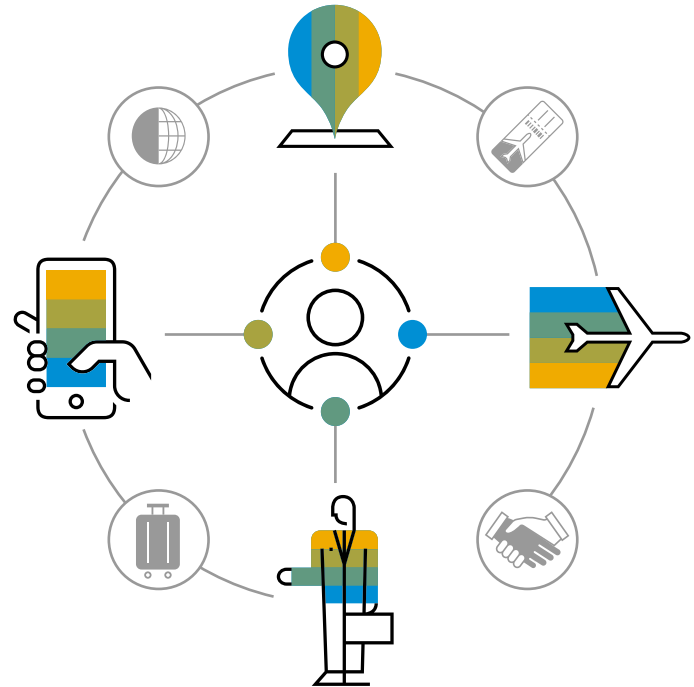
travel booking process also gives financial decision-makers more control over costs and the power to align budgets with business priorities.

Corporate travel booking software is designed to automate and streamline the processes and logistics associated with booking travel, including air, rail, car rental, and hotel reservations. To be effective, booking data must flow across external and internal systems and connected processes in real time – for example, from a commercial airline site, Airbnb, or Booking.com to enterprise systems for managing travel and expense reporting. For this reason, large enterprises bear a heavy data burden when managing employee travel at scale and around the world.



Advanced technologies such as artificial intelligence (AI), Big Data and analytics, and application programming interfaces (APIs) are leading the way for travel booking management to achieve higher levels of visibility, productivity, and efficiency. How does this translate into business value?

Let's take a closer look.



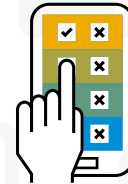


Envisioning a Better Way to Book and Manage Travel

Imagine allowing travelers to book travel directly with their preferred apps and brands while ensuring policy compliance and applying negotiated rates. Booking data would flow instantly to finance and travel managers so they can control costs, ensure compliance, and support traveler safety.

During each trip, employees use top-rated apps to track and manage their itinerary, as well as eliminate paper receipts for expenses. You can meet your duty-of-care commitment with excellence and have full visibility into who's traveling, where they are, and when they're leaving. When each trip is over, expense charges are automatically populated and categorized in the employee's digital expense reports. This reduces costly errors and fraud while saving employees time and boosting productivity.

With all travel and expense data in one place, you can quickly and confidently allocate costs and perform in-depth analysis. And with end-to-end transparency into booking data, travel managers can easily refine policies; evaluate booking, vendor, and compliance patterns; and more.



67% of business travelers believe their company lags behind when it comes to adopting the latest technologies to make business travel easier.¹



Look for Seamless Applications and Tools That Turn Data into Insights

To be effective, any third-party travel booking solution must employ advanced technologies. Specifically, look for solutions that employ:

- **Artificial intelligence** to perform repetitive, lower-level tasks such as calculating the optimal pricing for complex travel demands, powering chatbots to answer questions, and detecting abnormal travel behaviors. Looking ahead, it may also be used to create more accurate travel budgets and perform advanced risk and exposure analysis.
- **Sophisticated Big Data and analytics** that enable travel departments to turn their data into insights – for example, by identifying opportunities and making better decisions on travel policy.
- **APIs** to quickly add and modify data flows, giving you flexibility to change how data flows in and out of the application as business needs change over time. APIs also make it easy to share traveler data seamlessly between related systems such as CRM, HCM, ERP, and expense management systems.



Focus on the User Experience

Your employees want convenience and ease of use – and your business needs richer oversight and control capabilities such as policy enforcement and near-real-time travel-data sharing for budgets, forecasts, and duty of care. This is a lot of complexity to manage. To keep things simple, look for solutions that:

- **Focus on ease of use:** Look for an intuitive experience that minimizes clicks and repetitive keystrokes and delivers a simple, clean, and consumer-app-like interface.
- **Make it mobile first:** Most business travelers want to book travel using their mobile device. Look for simple, icon-based mobile applications complete with photo capabilities, messaging, and auto-generated alerts and explanations when choices are “out of policy.”

- **Support multiple device types:** Regardless of whether employees use a mobile device, tablet, or laptop, the user experience should be consistent and intuitive.
- **Enable seamless integration with other systems:** Look for easy integration with your ERP, finance, and other systems and external sources of data (such as weather and airline sites). No one wants to have to switch between apps to manage their entire trip or cancel something.



Check the Boxes on Core Functionality

Your travel booking operation needs to be more efficient and agile to cope with ever-changing business travel demands and should deliver core functionality in various areas as outlined below.

Travel administration

Can you:

- ☐ Receive suggestions for new travel discounts based on new agreements and volume discounts?
- ☐ Generate master itineraries for your employees?
- ☐ Manage the trip schedule of a single employee or team?
- ☐ Adjust travel policy dynamically?

Booking experience

Does it provide:

- ☐ A consumer-like, intuitive interface?
- ☐ The ability to book, monitor, and share itineraries using a mobile app?
- ☐ A way to apply duty of care to supplier direct bookings?
- ☐ Real-time policy alerts with explanations?
- ☐ Itinerary planning?
- ☐ Calendar coordination?
- ☐ Recommendations based on each employee's travel history?
- ☐ A way to apply policies and audit rules when travelers book directly?

Inventory

Is there access to:

- ☐ Multiple global distribution systems (GDSs)?
- ☐ Low-cost carriers?
- ☐ A large network of hospitality vendors?
- ☐ Special and discounted rates?
- ☐ Fares that can't be accessed through a GDS?
- ☐ Negotiated rates that are applied when travelers book directly with participating suppliers?

External data integration

Can you provide access to data about:

- ☐ Flight cancellations, delays, and changes?
- ☐ Travel rewards and points?
- ☐ Travel safety notices?
- ☐ Ride sharing?
- ☐ Airport maps?
- ☐ CO₂ emissions resulting from employee travel?

Integration with third-party apps

Can the service provide your employees with:

- ☐ Alerts for flight cancellations, delays, and changes?
- ☐ Management of travel rewards and points?
- ☐ Travel safety notices?
- ☐ Health and safety information?
- ☐ Ride sharing?
- ☐ Access to airport maps and amenities?



Concur® Travel: Transforming Travel Management

With SAP® Concur® solutions, you can manage travel processes to create a more responsive, flexible travel program and increase the impact that you can have across your business. For example, the solution provides employees with a user-friendly experience while also giving travel managers and finance leaders visibility, cost control, and improved safety.

SUPPORT YOUR TRAVELERS ALL OVER THE WORLD



Travel creates connections, community, and commerce for your business – but it's clearer than ever that travel also opens up your company and your employees to multiple safety and security risks. With SAP Concur solutions, you can support your

employees' safety throughout their entire trip. Before they step out the door, travelers can use a mobile app to get safety information for the neighborhoods they are visiting, so they are better prepared when they arrive.

In addition, by bringing consolidated corporate card data together with travel itinerary details – no matter where your employees book their trips – you'll have the information you need to meet your duty-of-care requirements. You'll be able to see where your travelers are, so when disruptions occur, you'll know who's affected. You'll also equip your company to support your employees' safety, reducing the risks for your business while increasing peace of mind for your people.



CREATE AN EXPERIENCE THAT INCREASES SATISFACTION AND PRODUCTIVITY

With SAP Concur solutions, you can improve the travel experience, eliminating paper and frustrating manual steps from the process. You can give travelers the flexibility to book their way – either using our simple, booking tool fed with global travel content from suppliers all around the world or by booking directly with brands such as British Airways, Uber, or Airbnb. No matter which they choose, they'll get the same great experience, and you'll see adoption and engagement go up.

Plus, you can make life on the road a little easier with a mobile app that consolidates travel details into a single itinerary and gives your travelers a heads-up as things happen.



60%

less time completing
an expense report²



And by replacing clunky paper receipts with simple photos captured through their mobile device, you'll increase policy compliance, productivity, and traveler satisfaction.

When travelers finally get home, wrapping up trips is easier too. Data from corporate cards, electronic receipts, and photos of paper receipts flow right into the system, so charges are automatically populated, itemized, and categorized into expense reports. That makes it easier for employees to wrap up their trip, which means you'll see more accurate information and faster submissions so you can allocate costs. With greater adoption, you'll get more information and improve your ability to work closely with your finance team and make your program more robust.



78%
less time booking
a business trip³



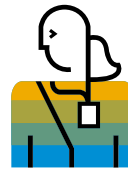
SEE MORE OF YOUR TRAVEL DATA AND DETAILS

With SAP Concur solutions, you see in-depth booking, transaction, and corporate card data so that you can see more of your spending in one place. And it starts even before anything is booked – giving employees an easy way to request trips so you can have proactive control of policy compliance. And once travel is planned and paid for, you can use in-depth reporting and dashboards to track trends, analyze spending, and spot opportunities to tighten your program or negotiate better rates.

You'll also have the visibility and controls to stay on top of policy compliance and stay ahead of industry-specific regulatory requirements, as well as apps that use your spend data to automate and simplify VAT reclaim. You can even give finance teams and budget managers visibility to see what's spent, what's pending, and what's planned. It's a powerful way to bring more insight to your program and transparency to your costs so you can have more impact on the business.



US\$672,000
savings on business travel⁴



62%
more employees following their
corporate travel and expense policy⁵



Learn More

The process of moving from an ad hoc, highly manual travel booking model can be a challenging one. It's important to structure your travel booking operation to be more efficient and agile to cope with the ever-changing business travel demands. Deploying a travel booking solution is the vital first step. To learn more about how SAP Concur solutions can help, visit us [online](#).





Learn more at concur.com

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