

# 5 reasons for more travel confidence.

A look at why SAP Concur solutions are the best choice for travel leaders.







# Change isn't what it used to be.

Things change. Sometimes dramatically, sometimes daily. But no matter what type of unexpected upheaval is on the horizon, your travel program and policies can be ready.

You can anticipate. You can adapt. You can outsmart any change or challenge and come out better for it. You simply need the right tools.

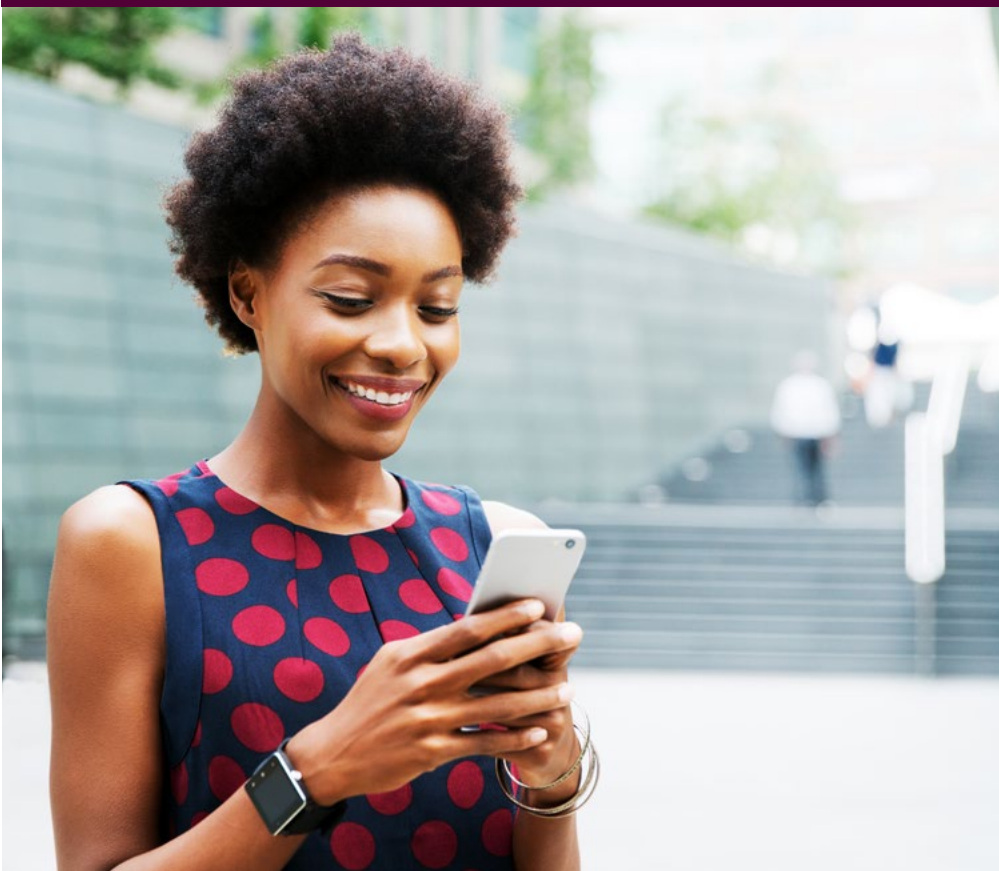
This guide gives you five reasons travel leaders choose SAP Concur solutions – highlighting how those solutions help you overcome change and move confidently into the future.

**Let's take a look.**



# 1.

## You can connect everything in one place.



With all the types of spending that go into travel – and all those booking channels – it’s easy for disconnected systems, disjointed data, and frustrated users to strike fear into the heart of any travel manager.

But when you pull it all together – all of travel and expense in one powerful platform that combines travel management company (TMCs) bookings, direct bookings, non-global distribution systems (GDS) content, expense data, electronic receipts, and more – you can:

- Accelerate workflows and increase productivity
- Support multi-channel bookings, allowing flexibility for travelers without losing visibility.
- Improve real-time data and provide actionable insights that effectively measure and demonstrate ROI.
- Improve both duty of care and sustainability.

This is exactly what SAP Concur offers, and it’s why we’re continuously investing in our platform – integrating every piece of the travel process, so we can continue to reduce financial risks, strengthen compliance, expand content options, and deliver it all in an “I can’t believe how simple it is” experience.



### With SAP Concur, you can:

- Bring travel and expense management together on a single platform.
- Connect every trip, traveler, and itinerary across multiple channels.
- Cover mileage and meeting spend, as well; so instead of error-prone spreadsheets, you get GPS precision, plus all your meeting spend is with all your other spend, bringing clarity to two complex categories.
- Add a pre-booking approval step and proactively manage costs and compliance.
- Integrate partner apps that build sustainability into your program and tackle duty of care.
- Bring clear visibility and sharper analysis to your entire program and all your travel spending, using powerful reporting tools and prebuilt, ready-to-go dashboards to pinpoint where policies are working, how vendors are performing, where you can find savings, and how much ROI your program is delivering.



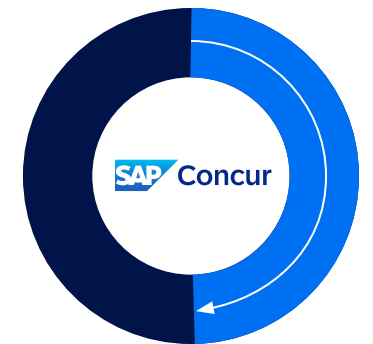
## 2. You get a platform that's ready for anything.



No matter what happens, you can count on this: Where and how you do business in the future is going to be different than it is today. Growth projections, corporate priorities, and business budgets are always changing, and travel budgets follow suit.

Sure, no one knows exactly what's next, but if you're a travel leader, you need to be future-ready. And with SAP Concur solutions, you will be. Ready for change and challenge. Ready for innovations and opportunities. Ready for whatever is on the horizon because you have an intelligent travel platform that's ready for it all.

Maybe that's why SAP Concur, with more than 45,000 customers and 66 million users around the world, is the travel and expense leader, **trusted by more than**  
**49%**  
**of the market.<sup>1</sup>**



With SAP Concur, you can:

- Manage multiple GDS or TMC partners around the world through a single solution.
- Create one, coherent, secure, travel process/policy for the entire company, tweaking it where necessary to meet market needs.
- Scale up and down as needed with a solution that covers 35 countries and 28 languages.
- Tap into innovations from 700+ SAP Concur App Center partners who can help you manage complex tax, compliance, payment duty of care, or other travel challenges.
- Create personalized experiences for end users based on their unique preferences.

<sup>1</sup>IDC 2022: *Evolving Travel Models Pushing Digital Transformation, 2022*



# 3.

## You have AI on your side.

Generative AI is the topic in boardrooms and planning sessions all over the world. Because when you can put that kind of intelligence to work, you can drastically improve productivity, decision making, and more.

76%

And that's what business and travel leaders care about most. In a recent Forrester study, **76% said increasing automation to improve efficiency and productivity is critical or high priority** – with a more automated travel and expense platform delivering the needed boost.<sup>2</sup>

SAP Concur is putting this kind of generative AI to work all across travel and expense, building on more than a decade of machine-learning momentum to improve the accuracy, compliance, and speed of these processes. For example:

- [Expenselt](#) uses traditional optical character recognition (OCR) to extract information from receipt photos, then uses machine learning to add context.
- [Intelligent Audit](#) uses AI and ML to drive compliance, identify potential fraud, and minimize workloads.

<sup>2</sup>Empower the Future of Work with Intelligent Travel and Expense Solutions, Forrester, May 2023



As we move into the future, SAP Concur will combine our deep travel spend data, policy information, and travel history details with real-world points of reference pulled from generative AI, so you'll be able to:

- Access sharper, deeper, in-the-moment insights that guide the strategic decisions you have to make, as well as the daily decisions travelers make to get the job done.
- Accelerate innovation across your company while enhancing the value of your SAP Concur investment.



# 4.

## You can stay ahead of NDC.



Modern retailing air content is creating great opportunities – and more than a few questions – for travel leaders. Ultimately, however, it will expand the scope of travel management for both corporate travel programs and TMCs.

These new distribution capabilities (NDC) are a fresh, more modern communication protocol that allows airlines to deliver richer content to online travel agencies, GDSs, and travel management companies via APIs. But while this new standard

clears the way for airlines to offer greater personalization – potentially providing different travel rates/benefits for specific passengers, companies, or roles – you still need control.

Travel leaders must be able to see travel spend wherever it happens. They must be able to get their negotiated rates. They must be able to apply policies, support duty of care, and deliver GDPR compliance.



SAP Concur gives you that control while weaving NDC options into your established travel program:

- Concur Select Access lets you connect to selected airlines, offering access to all relevant content (including content available only through NDC APIs), standard user interface and full support for travel policies, support of negotiated-fare programs, as well as TMC ticketing and ARC settlement.
- Concur [TripLink](#) and [Triplt Pro](#) provide direct supplier connections and itinerary-capturing tools, integrating bookings made directly with airlines into SAP Concur solutions. This way, travelers can access and book an airline's comprehensive offers, including NDC content, and you still capture all the data you need to manage compliance and duty of care.
- [Concur Travel](#) is also developing a modern air-shopping experience that will include GDS and NDC content.



# 5.

## You can build sustainability into your program.



Travel programs without an inherent sustainability strategy aren't going to get far. So you have to set and deliver clear metrics on everything from emissions to human rights to DE&I – and again, you won't be alone. **60% of decision makers identified sustainability as critical or high priority.**<sup>2</sup>

How do you take steps toward a smaller footprint? SAP Concur equips travel managers like you with solutions that fit your broader corporate strategy, helping you:

- Highlight sustainable options and green partners during the booking process. So when employees are planning a trip, they can book based on air- and car-emissions calculations, filter to find hybrid/electric car options, and pick the most sustainable choice.
- Use personalized messaging to guide employees toward greener travel and explain sustainability initiatives before, during, and after their trip.
- Set policy parameters based on distance, location – even the type of aircraft being used.
- Tap into SAP Concur App Center partners like [Advito](#), [Thrust Carbon](#), and [CHOOOSE](#) to support the tracking and management of internal carbon budgets.
- Take advantage of [Triplt Pro](#) features that help travelers find hospitals, clinics, pharmacies, and women's support facilities. Triplt Pro also provides neighborhood safety scores, with guidance on everything from police presence and political unrest to LGBTQ+ safety.

As [Concur Travel](#) continues to innovate and evolve, expect new and even easier ways to manage your emissions footprint and reach your company's sustainability goals.

<sup>2</sup>Empower the Future of Work with Intelligent Travel and Expense Solutions, Forrester, May 2023

# Get ready to go.

Change is here, and more is coming. But as a travel leader, you understand and expect it. SAP Concur is a leader, as well, innovating and shaping the travel industry for decades. With this experience supporting every piece and policy of your program – plus a platform that’s ready for anything – you’ll be ready to go wherever business takes you.

[Contact us](#) to learn more about SAP Concur travel solutions and talk to an SAP Concur Representative.

You can also check out the eBook [Building Tangible Sustainability in Your Business](#) or the handy guide [Quick Tips for Sustainable Travel](#).