

Leading the charge, leading the change in travel management.

A detailed look at where the industry is
headed and the tools to take you there.





Change is coming at you from all sides – good thing we’ve got your back.

You’re not just up against a landscape of constant change in business travel, you’re facing evolving traveler demands, supplier requirements, and government regulations. Plus, you may have a travel program that’s showing its age, and may see more and more maverick spenders pushing the boundaries.

Meanwhile, more requirements and responsibilities keep getting added to your already very full plate. Many business-travel decision makers are now being measured against all sorts of new metrics: program innovation, sustainability, DE&I, ROI, and the ability to strategically lead your corporate program through whatever unknown shows up next.

To do all these things, you need travel tools as resilient as you are. Tools that can adapt not only to a changing travel landscape, but follow your fluctuating program needs, as well. You need them to be intuitive, efficient, flexible, and scalable – for both the company and its individual travelers – so you can go confidently into the future.

And that’s exactly why SAP Concur is here.

We're changing, too.

Like you lead your travel program, SAP Concur has led the travel and expense (T&E) technology field for decades. We've done so by anticipating and adapting, and as we evolve, we will continue to develop and deploy innovative travel products – all on a platform that works the way you do and how travelers wish.

We are improving every element of our platform to meet the dynamic requirements of travelers, travel leaders, sustainability managers, and procurement professionals. This means:

A new Concur Travel, and a new, more engaging experience for you and every traveler.

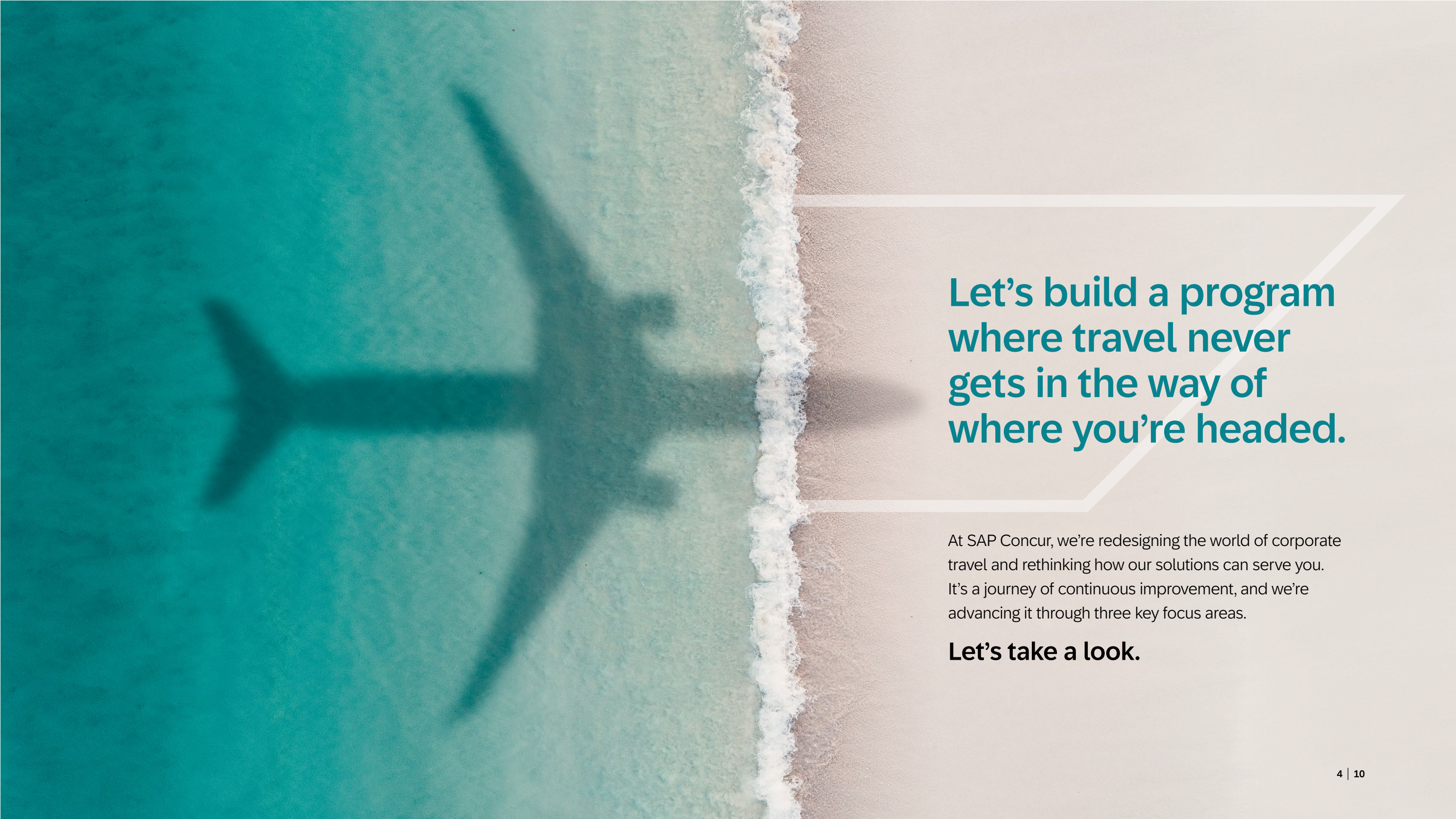
Our recently re-platformed **Concur Travel Online Booking Tool** offers a brand-new, end-to-end booking experience and completely redesigned user interface – on both mobile and laptop (with data flowing back and forth between the two). With a consumer-like booking experience, robust content, and smart solutions, it makes business travel effortless. And with now faster, easier, and more streamlined processes from booking to expensing, it ramps up adoption and, ultimately, compliance.

SAP Concur is leading the next generation of corporate travel – expanding and excelling in ways others can't:

- We are the only integrated T&E solution that is multi-TMC, multi-GDS, and multinational – giving companies unparalleled options – *and we offer the only integration with Concur Expense.*
- AI technology has underpinned our core travel, expense, and invoice solutions alongside our market leadership position for the past 10 years.
- No one else can address the complex requirements of 42,000+ global customers in more than 150 countries.
- No one else integrates with as many partners – with a 700+ partner ecosystem that gives you more ways to get more value out of SAP Concur.
- We've been offering NDC content for years –and we continue to innovate our technology to include GDS and NDC content. When GDSs don't have the content, or when TMCs aren't ready to enable it, we also offer our Concur TripLink product.



Concur Travel is the largest online booking tool (OBT) in the world, providing complete flexibility and compliance control in today's multi-channel booking landscape – so travelers can book through your system or book directly with suppliers, and you still capture all the data.

An aerial photograph of a beach. The left side of the image shows the ocean in a deep teal color, with a large, dark shadow of an airplane cast across it. The right side shows the sandy beach in a light beige tone. A white, textured line representing the shoreline separates the two. A white geometric shape, resembling a stylized 'Z' or a parallelogram, is overlaid on the right side of the image, containing the main text.

Let's build a program where travel never gets in the way of where you're headed.

At SAP Concur, we're redesigning the world of corporate travel and rethinking how our solutions can serve you. It's a journey of continuous improvement, and we're advancing it through three key focus areas.

Let's take a look.

Focus: Innovation

The problem of managing fragmented content.

If not handled properly, the growing changes and challenges in how travel content is distributed and how travel booking happens will result in lack of control, reduced visibility, and diminished trust in your travel program – *especially when almost half of travelers are booking outside their corporate booking systems.*

Think of it this way: Corporate travelers want a consumer-like experience. They want to book their business trips the same way they book vacations. They also want the flexibility to manage travel disruptions or safety concerns while on the road – like flight cancellations, rail strikes, or protests. They want as many options, as much content, the same kinds of information and personalization. Without that, they're being pulled away from traditional booking tools.

Traveler needs, as well as the preferences (and perks) they prioritize, are driving demand for multi-channel capabilities and driving employees away from your booking program. Suppliers have their own incentives to bring travelers to their channels, as well, like increased sales of bundles and ancillaries, reduced intermediary fees, and higher conversion rates.

The solution: Move to multi-channel travel management.

These shifts in business travel are challenging, of course, but they also present opportunities to enhance the traveler experience and expand travel program management. By combining the new Concur Travel with Concur TripLink, you can get a true multi-channel management solution for the multi-channel booking world.

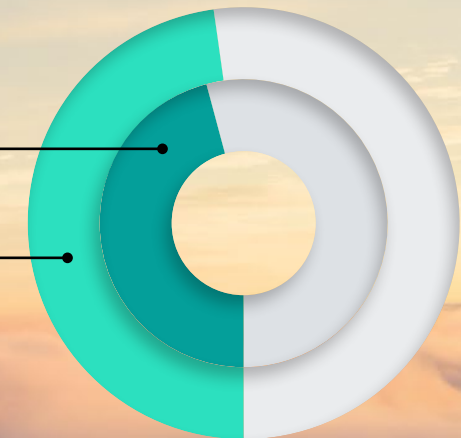
Concur TripLink, for example, offers full visibility into every trip, so you'll know where your travelers are headed and what they're spending on the road – regardless of whether they booked inside or outside of your system. It helps you manage travel across a variety of booking channels, highlighting negotiated fares, capturing itineraries, and integrating it all into your SAP Concur solution. Here's how it works:

- Travelers book directly with top travel brands from around the world, and built-in integration pulls their data into your system.
- Or they can simply forward itinerary emails to Concur Expense, where their data gets cataloged automatically – giving you the info to enforce policy on supplier-direct bookings.
- And with reports covering everything from total spend by traveler to invisible spend analysis, you'll know if they're in compliance.

Administrative controls in **Concur TripLink** let you adjust how travel partner integrations are presented and communicated to your travelers, so they reflect your travel policies. It also provides travelers with clear messaging about whether or not direct bookings are allowed, so they can stay in policy.

46% of global business travelers make supplier-direct bookings.

2023 SAP Concur Global Business Travelers Survey

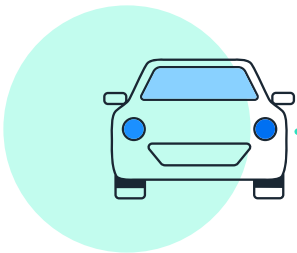


48% of travel buyers have not yet started to implement new distribution capabilities (NDC).

Global Business Travel Association poll, April 2023

Focus: Innovation


The new [Concur Travel](#) booking experience also prioritizes global content coverage, including NDC. This means increased content sources, richer descriptions, and more choice. Here's a look at some of the enhancements to new Concur Travel:



Car Rentals

More suppliers with more offerings, providing better imagery and descriptions – all in one tool.

A smoother booking experience with fewer steps, as well as support for car delivery and pick-up.

 Sustainability support via CO2 emissions display and hybrid/electric filter options.

Omni-search capability that combines off-airport and on-airport locations.

Interactive map that allows travelers to find car rentals near their hotel, office, or other location.


 ESG, Sustainability, and/or DE&I

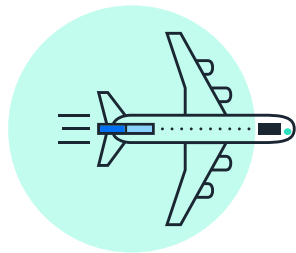


Hotels

Increased hotel content and rates, with upgraded direct integration with partners like American Express GBT, BCD, CWT RoomIt, FCTG, and HRS.

Improved user experience with richer imagery; more detailed hotel, room, and rate information; as well as enhanced filtering options – all consolidated in one view, allowing users to easily find their desired property.

 More detailed sustainability information, so travelers can search properties based on carbon emission scores, sustainability scores, and LEED sustainability certifications.




Air

Expanded air content, including GDS NDC offerings as well as low-cost carriers like direct connect with Ryanair.

Enhanced fare, ancillary descriptions, and seat-map display with loyalty status recognition.

A more flexible booking experience, allowing travelers to combine GDS and non-GDS air content into the same booking.

 For each leg of their trips, users can now select itinerary and fares, plus view and sort by greenhouse gas emissions.




Rail

Broader domestic and international content, including more carriers and enriched options.

Mobile wallet e-ticket availability.

Payment diversity, including On Account, Strong Customer Authentication (SCA), card payments, and virtual card payments, ensuring accessibility and convenience for all travelers.

Streamlined experiences that encompass the nuances of domestic travel, address the challenges of inbound passengers, and pave the way for seamless cross-border rail travel.

 A new approach to rail travel in EMEA focused on preferred and sustainable modes of transportation.

Depending on regional variances in product-release availability, some product enhancements listed may not yet be available and will be delivered in 2024/25.

Focus: Controls & Compliance

Just as SAP Concur innovation brings freedom and flexibility to your travel program; it's also designed to keep employees and their spending within policy. Here's how some of our latest enhancements are leading the way forward:

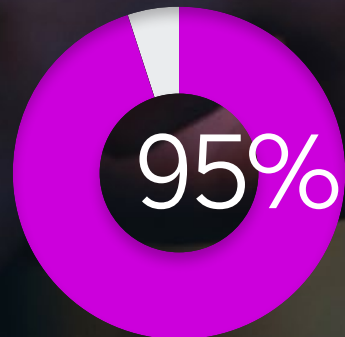
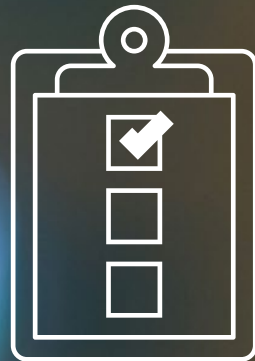
The new **Concur Travel booking experience** we outlined earlier provides simple, clear access to an extensive selection of flights, cars, hotels, and rail options – plus a wealth of amenities and detailed information for every booking. So travelers have fewer reasons to go outside your booking tool, and with more information about what's included in the price, you can compare apples to apples.

SAP Concur solutions use artificial intelligence and machine learning to continually improve the booking and travel experience for everyone on the road – boosting compliance along the way. You'll see them at work in a variety of updated tools, including:

- **Request Assistant** makes life easier by using generative AI to give employees intelligent cost estimates for their trips. That way, they don't have to research the price of every item on their travel itineraries, and they're more likely to use your travel tools.
- **Expenselt** uses generative AI to analyze and itemize hotel folios. Users can simply drag and drop the information into Concur Expense, and everything will be taken care of – accurately – so employees don't have to waste time correcting mistakes.
- Our **AI assistant, Joule**, personalizes flight recommendations based on traveler preferences, booking habits, and more. So travelers get AI help when planning their flights, and they gain a consistent AI experience across SAP Concur solutions.

New virtual card payments for hotel reservations add control and compliance – allowing you to bill these charges to a central account that provides fraud protections and spending limits for you, plus a simpler process for travelers. Plus, you get faster, more accurate spending data to improve reporting and simplify reconciliations.

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95% of business travelers are open to using AI-enabled options for booking their travel.

Source: 6th Annual SAP Concur Global Business Travelers Research Report

Focus: **Strategic Leadership**

Creating efficiencies, so you can think about the big picture, not the minutiae.

Growing levels of data, analytics, and reporting give you a better picture of the big picture. But because travel management platforms depend on third-party tools for expense management, you end up with one system for travel and another for expenses. So instead of a clear view into all your travel and spending data, you're forced to deal with disparate reporting and disjointed information – as well as multiple contracts to maintain.

Getting a better look at the past also makes it easier to plan for what's ahead. And when you capture all your travel transaction data with SAP Concur solutions, you get powerful reporting tools and ready-to-go dashboards to illustrate where your policies are working, how your vendors are performing, where you can find savings, and how much ROI you're delivering.

And because the **new Concur Travel continues to integrate seamlessly with Concur Expense**, you and your travelers get one, fluid, intuitive process from trip planning to reconciliation.



Focus: **Strategic Leadership**

Leading with the heart while keeping an eye on spend.

Many travel leaders are struggling to meet challenging company expectations while keeping travelers safe and happy – and costs under control. An evolving SAP Concur platform brings you:

A way to stay ahead of travel disruptions, such as strikes and cancellations, that lead to employee frustrations and costly extra nights. This includes.

- **Risk Alerts** – the newest notifications from **Triplt Pro** – give travelers timely notifications of potential airline/airport incidents, so they can get ahead of the crowds. That could mean rescheduling a flight to avoid a storm or packing a carry-on bag if baggage handlers go on strike.


Upgraded and new efficiencies for travelers:


- The ability for travelers to **share reservations** from their Concur Travel trip list in Microsoft Teams, so their coworkers can book the same trip.
- **Triplt inbox sync for Microsoft 365**, which allows users to automatically add important travel-related information from their email accounts to their itineraries.



Bringing values to the top of your travel program.

SAP Concur solutions also allow you to promote what travelers value most in every travel decision with some of our latest updates:

 **Climate Action:** Provide guidance on making the best choices to limit emissions, from green labels and filters for sustainable options, to multi-modal shopping and travel alternatives.

 **Social Responsibility:** Help travelers feel included, accepted, and protected, with expanded profile options that give them more control over their personal data.

The future of travel has arrived.

“We’re building the travel program of the future, across all travel products and partners. It rises above a flashy user interface. It’s designed to be scalable and ready for future innovation – capable of deploying new features, functionality, and UI enhancements that benefit the entire corporate travel ecosystem.”

– Charlie Sultan, President of Concur Travel

[Learn more about the new Concur Travel >](#)

[Watch a Demo >](#)

