

What's Next for Travel Management?

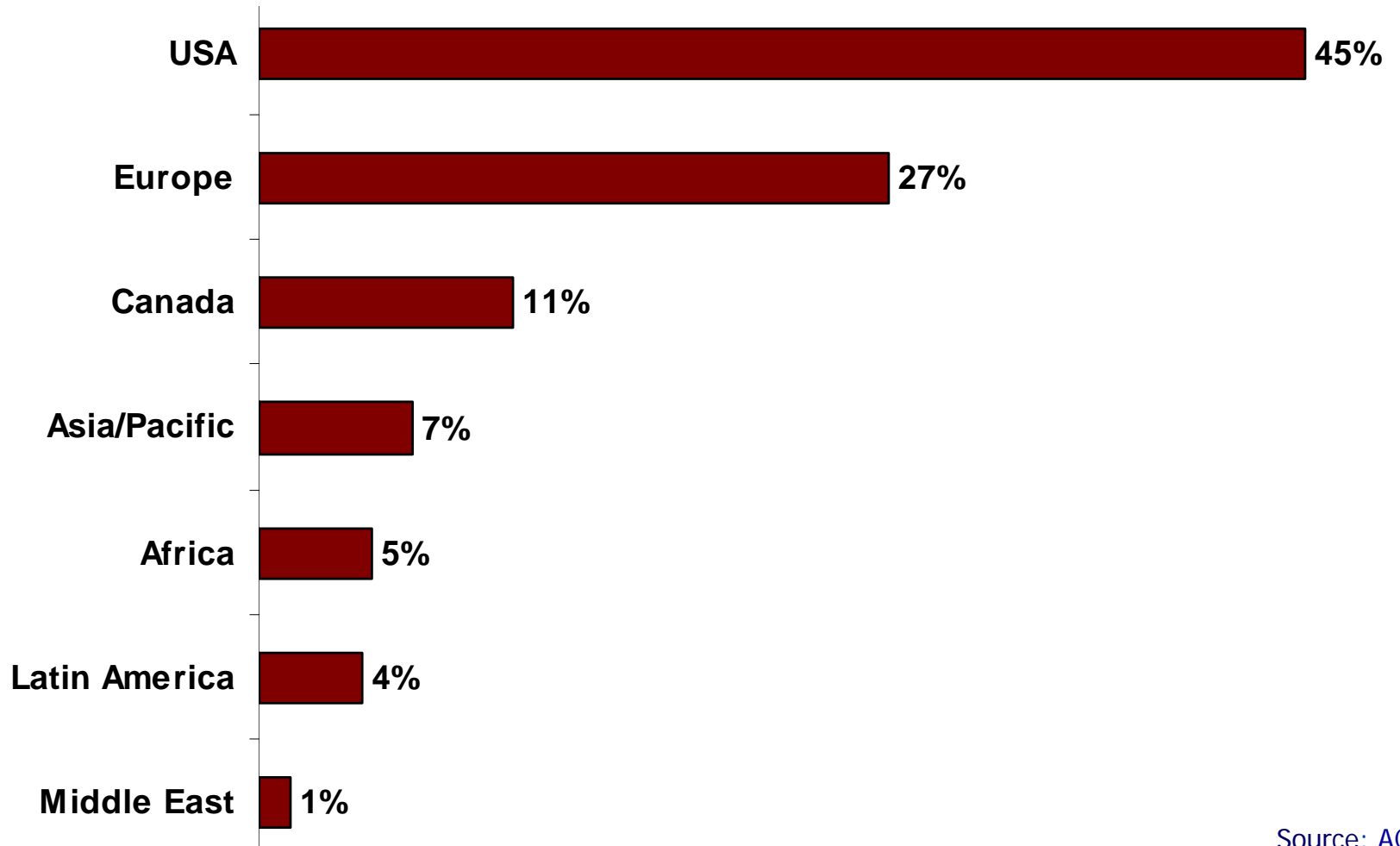
Executive Forum - Chicago

23 June 2009

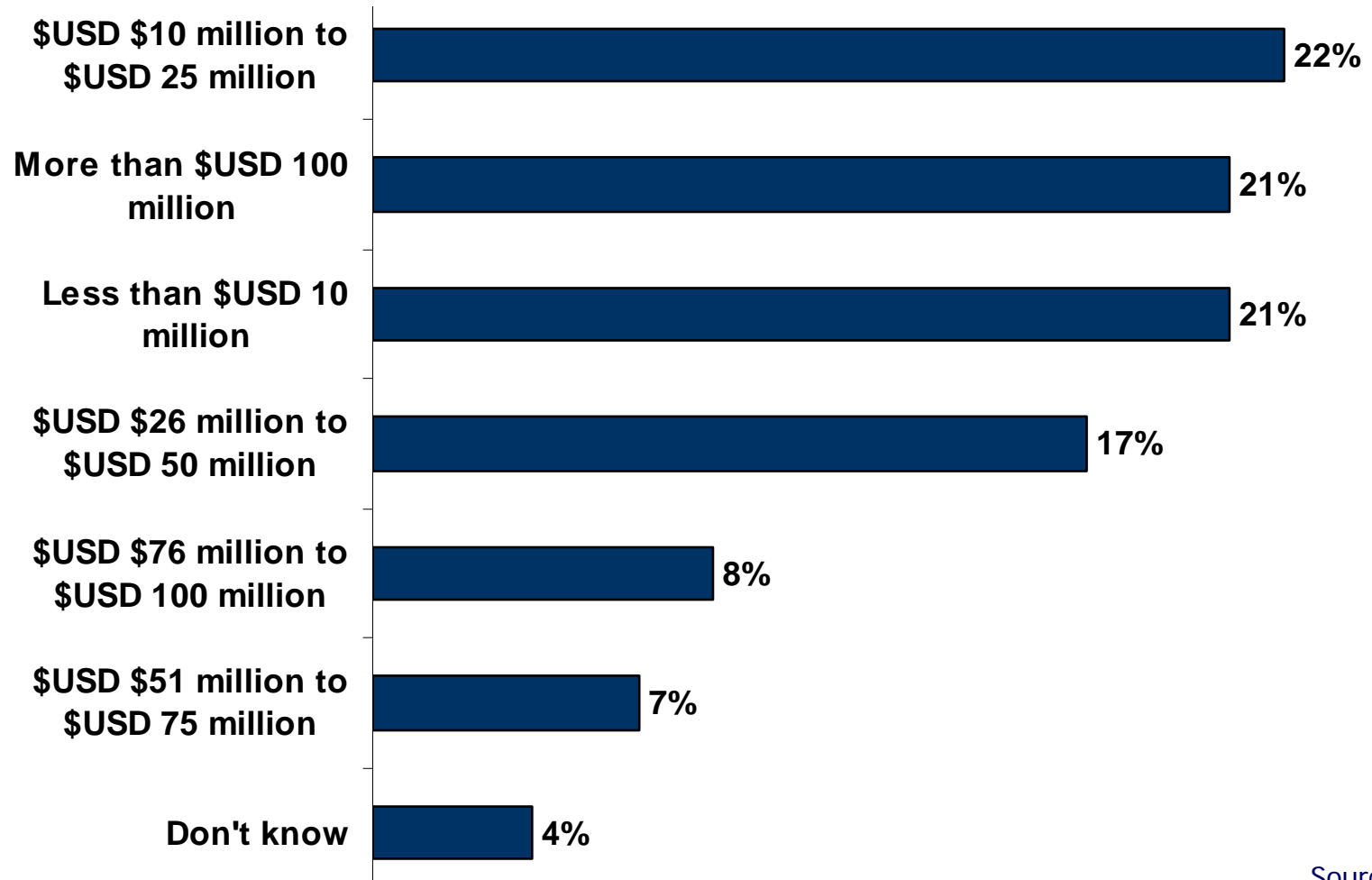
Profile of Respondents

236 Corporate Travel Managers

Headquarters Location



2008 T&E Spend (not including meetings)



Research Findings

Strategic Changes Implemented

(in past 6 months or more)

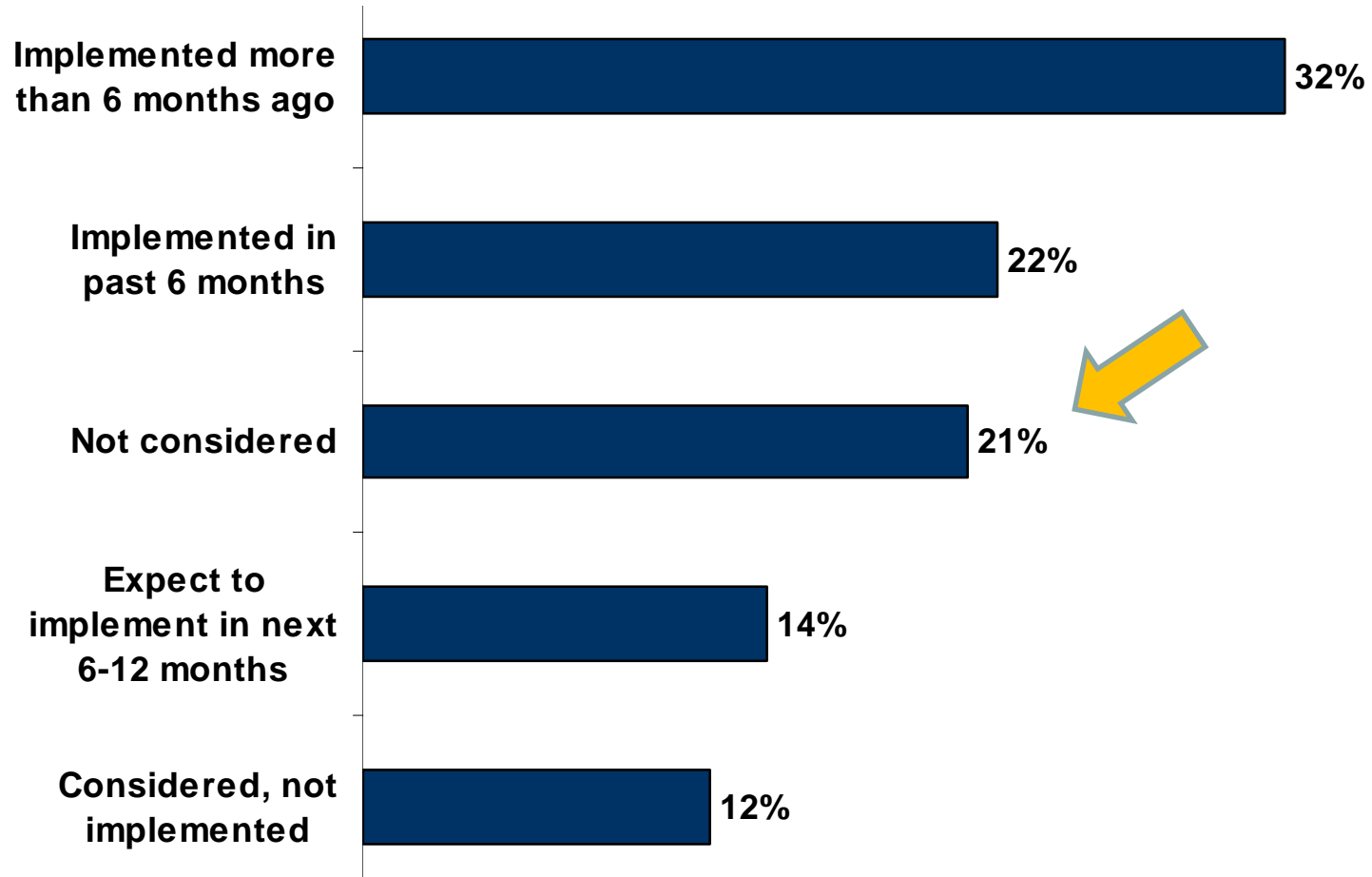
- ❑ Reduced travel spend
- ❑ Implemented more restrictive travel policies
- ❑ Implemented pre-trip approval requirement
- ❑ Increased enforcement of travel policies

Changes to Travel Management Role

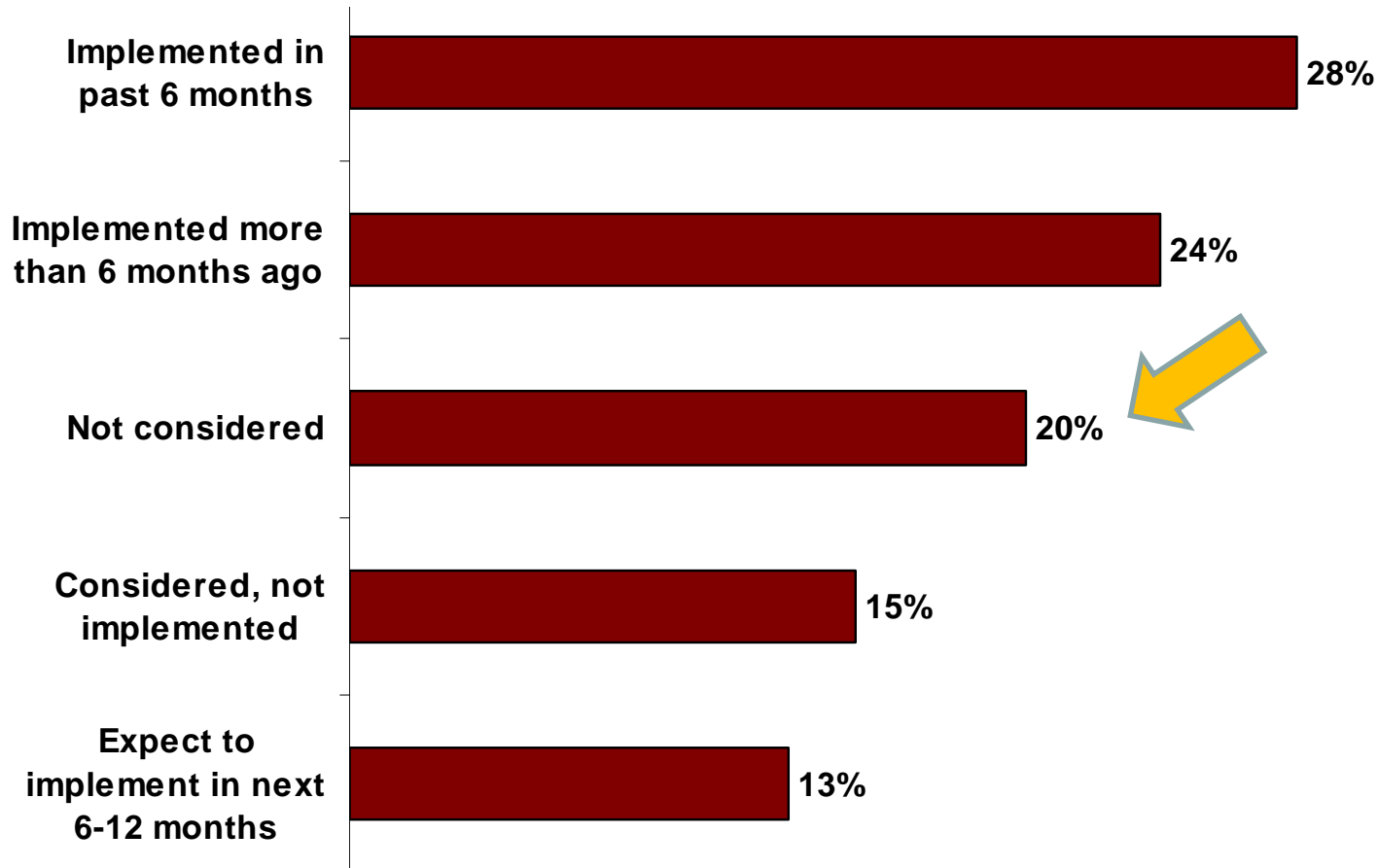
- ❑ More sourcing responsibility
- ❑ More accountability for traveler compliance
- ❑ More interaction with finance & management
- ❑ Expect more responsibility for SMM

Opportunities for Action?

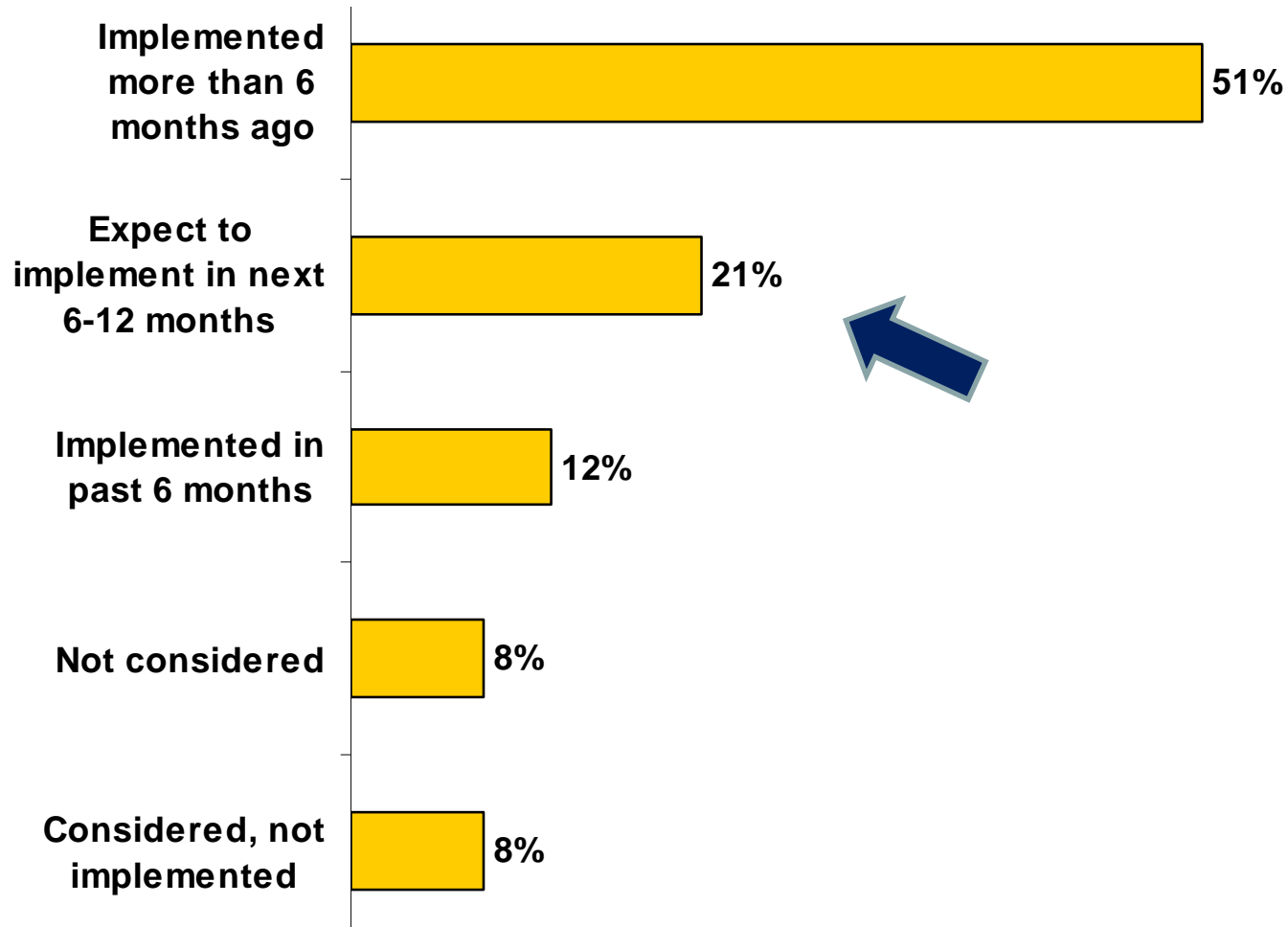
Modified Procurement Practices and Procedures



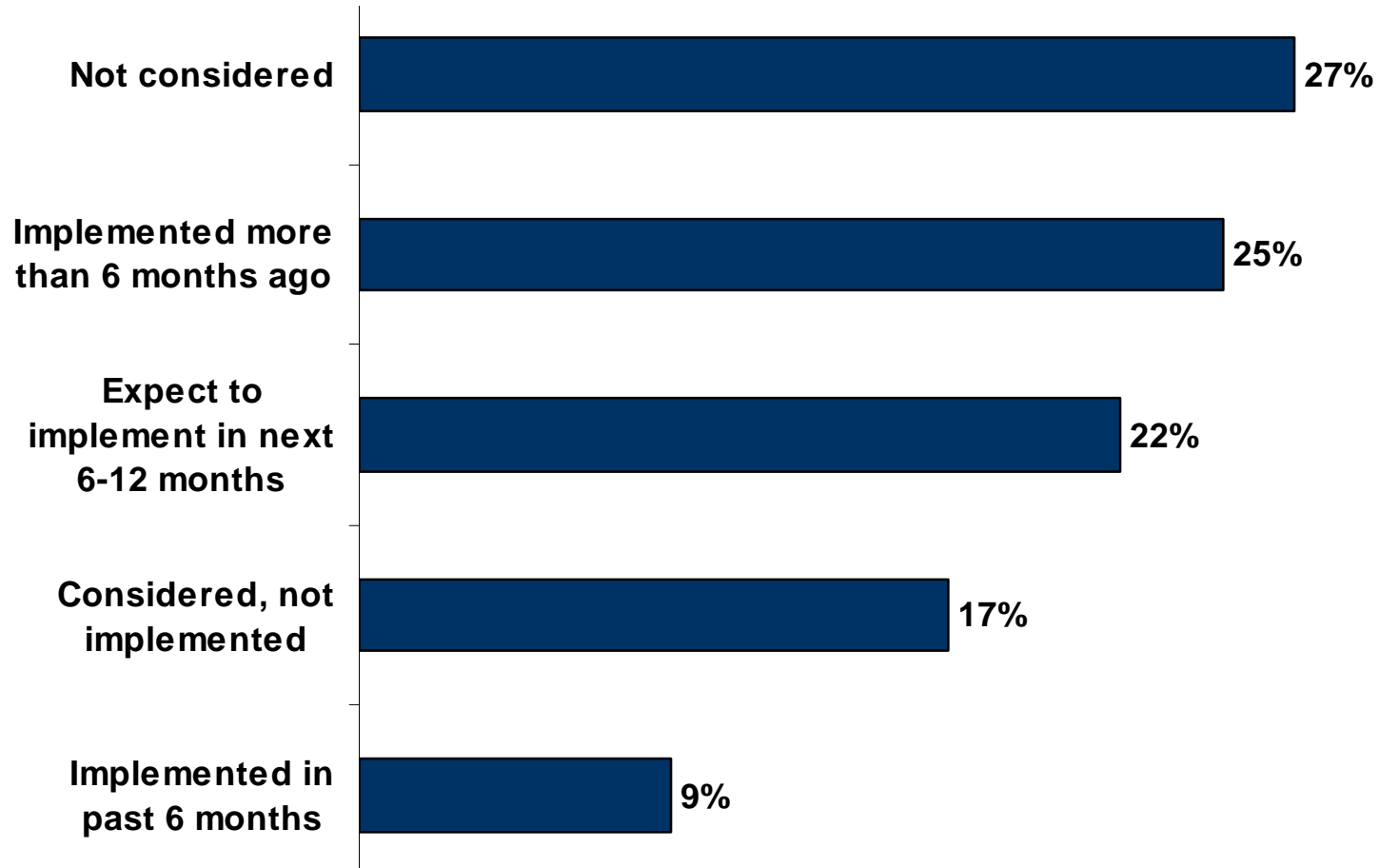
Renegotiated SLAs with Suppliers



Implemented Travel Technologies



Consolidated SMM with Travel Department



What's Next?

- ❑ Impact of mobile development
- ❑ Usage of travel alternatives
- ❑ Increased data consolidation capabilities