



SAP Concur 

Travel and Expense Trends in 2021

June 9th, 2021

EXTERNAL

About me

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Business Development Manager
Cloud Channel Sales Nordics
SAP Concur

Joined SAP Concur in April 2020

25-year experience within the travel industry space
(Egencia, AMEX GBT, BCD Travel)



Today's Agenda

- 1 Poll Question
- 2 Four Trends
- 3 Travel Management Lifecycle
- 4 Questions and Answers



Poll Question

Q

Which of these trends do you feel will drive decisions within your company?

1

Responsible Travel and Businesses Will Raise the Bar on Health Precautions

2

Sustainability Will Be the Table Stakes

3

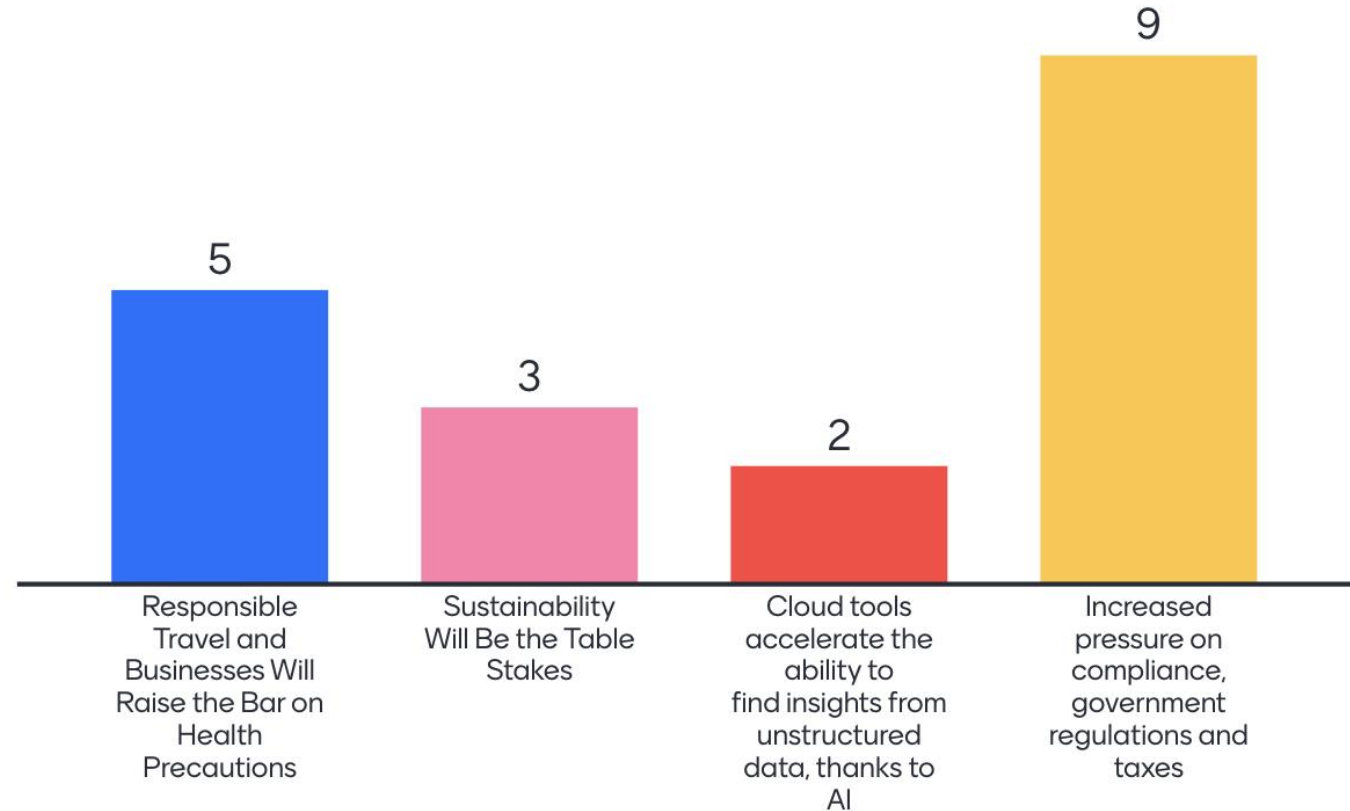
Cloud tools accelerate the ability to find insights from unstructured data, thanks to AI

4

Increased pressure on compliance, government regulations and taxes



Which of these trends do you feel will drive decisions within your company?



Show image
Shortcut S

Four trends to look for in 2021.

To see what this is all going to look like, let's take a peek at these four key trends that will drive positive change in 2021 – plus best practices and “quick wins” that will help you improve your T&E program.

#1

2021 ushers in the era of responsible travel, and businesses raise the bar on health and safety awareness.

#2

Sustainability is table stakes.

#3

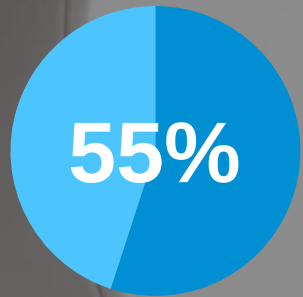
Thanks to AI, cloud-based tools accelerate the ability to draw insights from unstructured data.

#4

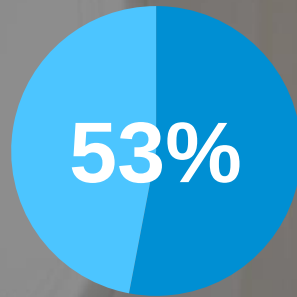
The pressure is rising on compliance, government regulations, and taxes.

Responsible Travel and Businesses Will Raise the Bar on Health Precautions

Responsible Travel and Businesses Will Raise the Bar on Health Precautions

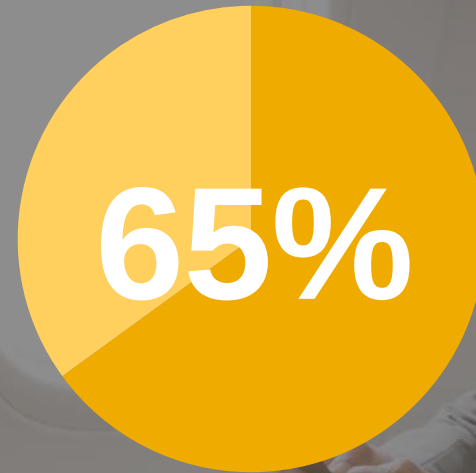


Infected their families

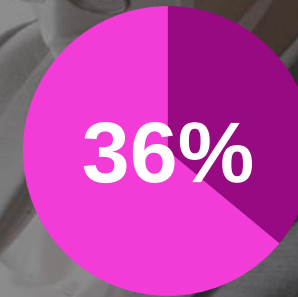


Getting sick themselves

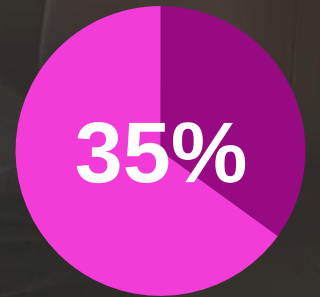
Employees' **top concerns** during a business trip



Health and safety while traveling is **most important**



Enhanced DoC solutions



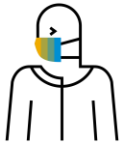
Revised DoC policies

Travel managers expect changes to **duty of care**

Source: Global Business Traveler Report 2020, Global Travel Manager Report 2020

Responsible Travel and Businesses Will Raise the Bar on Health Precautions

Quick Wins and Best Practices



Provide continually updated health and safety information relevant for each country



Travel should remain voluntary if possible, until the global pandemic subsides and provide alternatives



Give travelers flexibility and allow travelers to make business choices while on the road

Recommendations



Educate employees and travel community; set expectations for safety, security, and wellness to restore confidence and morale

Poll Question

Q

Will your company encourage travelers to be vaccinated before returning to travel or work?

1

Yes

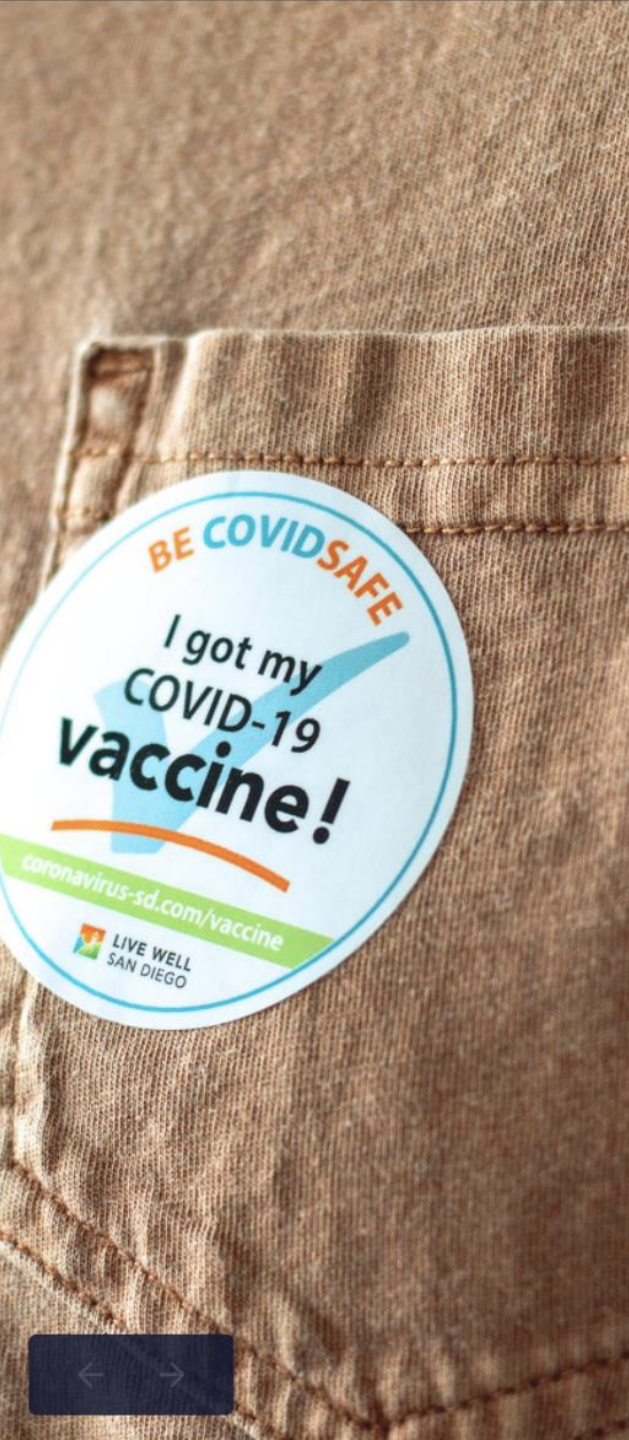
2

No

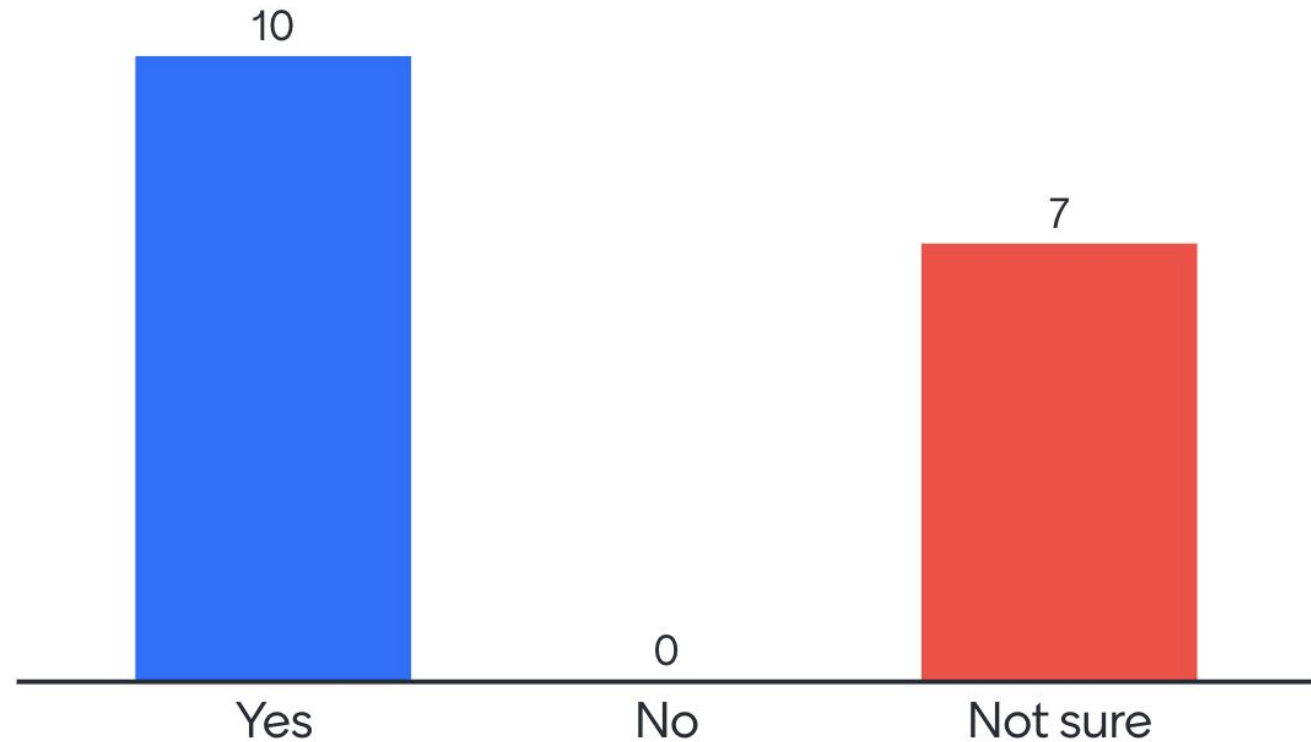
3

Not sure





Will your company encourage travelers to be vaccinated before returning to travel or work?



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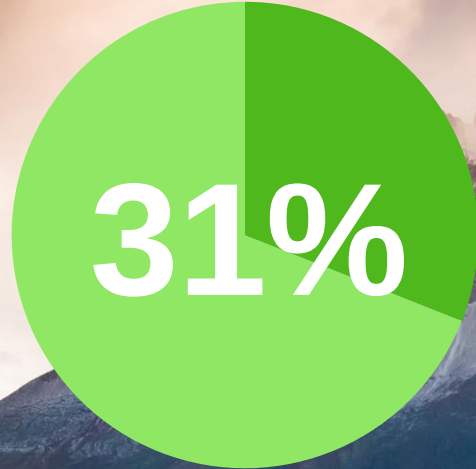
Sustainability Will Be the Table Stakes

Sustainability Will Be the Table Stakes

A green pie chart showing 80% of the circle filled with a lighter shade of green.

80%

Business travelers are more inclined to work for a company with **sustainability policy**

A green pie chart showing 31% of the circle filled with a lighter shade of green.

31%

Of businesses **willing to invest in 11-20% more** in sustainable travel programs

A green pie chart showing 53% of the circle filled with a lighter shade of green.

53%

Of travel decision makers say **sustainable choices** is a critical factor in approving services

Source: [Corporate Travel Sustainability Index](#)

Sustainability Will Be the Table Stakes

Quick Wins and Best Practices



Get involved with sustainability and commit to making more sustainable business and leisure travel choices



Consider providing a top 10 list of things employees can do to help with sustainability



Identify existing process and policy bottlenecks or roadblocks to sustainability success

Recommendations



Understand company sustainability goals and hold leadership, employees, and company accountable; make sure you are aligned with legitimate carbon offset company

Poll Question

Q

Is sustainability an integral part of the travel policy in your organization?

1

Yes

2

No

3

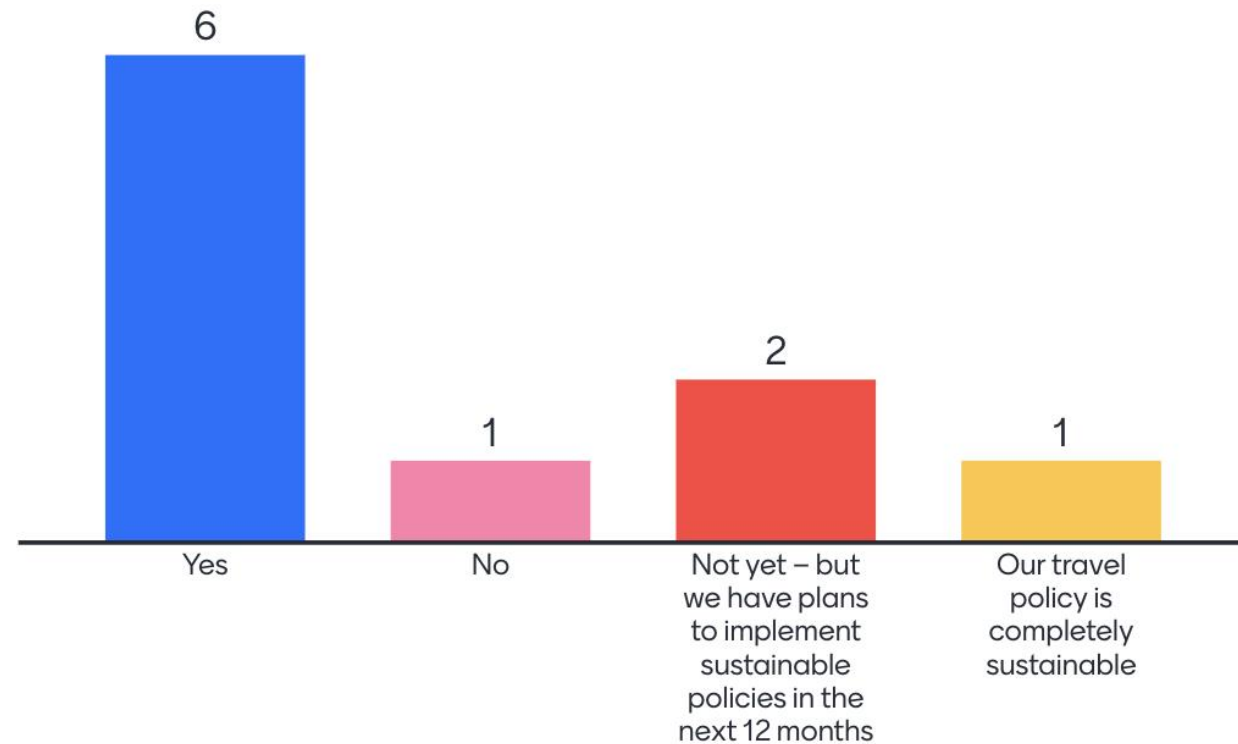
Not yet – but we have plans to implement sustainable policies in the next 12 months

4

Our travel policy is completely sustainable



Is sustainability an integral part of the travel policy in your organization?



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Cloud tools accelerate the ability to find insights from unstructured data, thanks to AI

Cloud tools accelerate the ability to find insights from unstructured data, thanks to AI

80%

Of enterprises will shift to cloud tech, twice as fast as before the pandemic¹



The Shift to Cloud-Centric Technologies Accelerates¹

Two of the Top Trends Identified by IDC



Opportunistic AI Technology Expansion¹

€5.6 Trillion

of IT spend from 2020-2023²

1. [IDC's Technology Trends For 2021](#)

2. IDC Top 10 predictions for IT industry for 2021, IDC, 2021

The Pace of Digital Change Will Accelerate

Quick Wins and Best Practices



Greater alignment of Travel and Expense with your organizations cloud initiatives



Aggregate data across spend channels with repeatable processes and workflows that leverage AI



Lean on AI & ML to manage spend in near real-time to improve budget management and compliance

Recommendations



Position additional resources to close gaps in travel, expense, and invoice areas as a cloud or AI and ML initiative

Increased Pressure on Compliance, Government Regulations, and Taxes

Increased Pressure on Compliance, Government Regulations, and Taxes

79% Observed increase in fraud

90% Expect increase in fraud over next 12 months

38% Expect slight or significant increase in anti-fraud technology

54%

Of eligible **VAT**
goes **unclaimed**

Respondents from the **ACFE Covid Report**

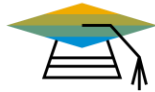
1. [Fraud in the Wake of COVID-19: Benchmarking Report](#), ACFE, 2020
2. [Connecting the Dots on Travel, Expense and Invoice Spend](#), Vanson Bourne,

Increased Pressure on Compliance, Government Regulations, and Taxes

Quick Wins and Best Practices



Align travel, expense and finance tax teams to manage the risk of a distributed workforce



Educate workforce and company to potential risks of taxes in different locations



VAT and GST tax reclaims can represent up to 27% return on spend back to your organization

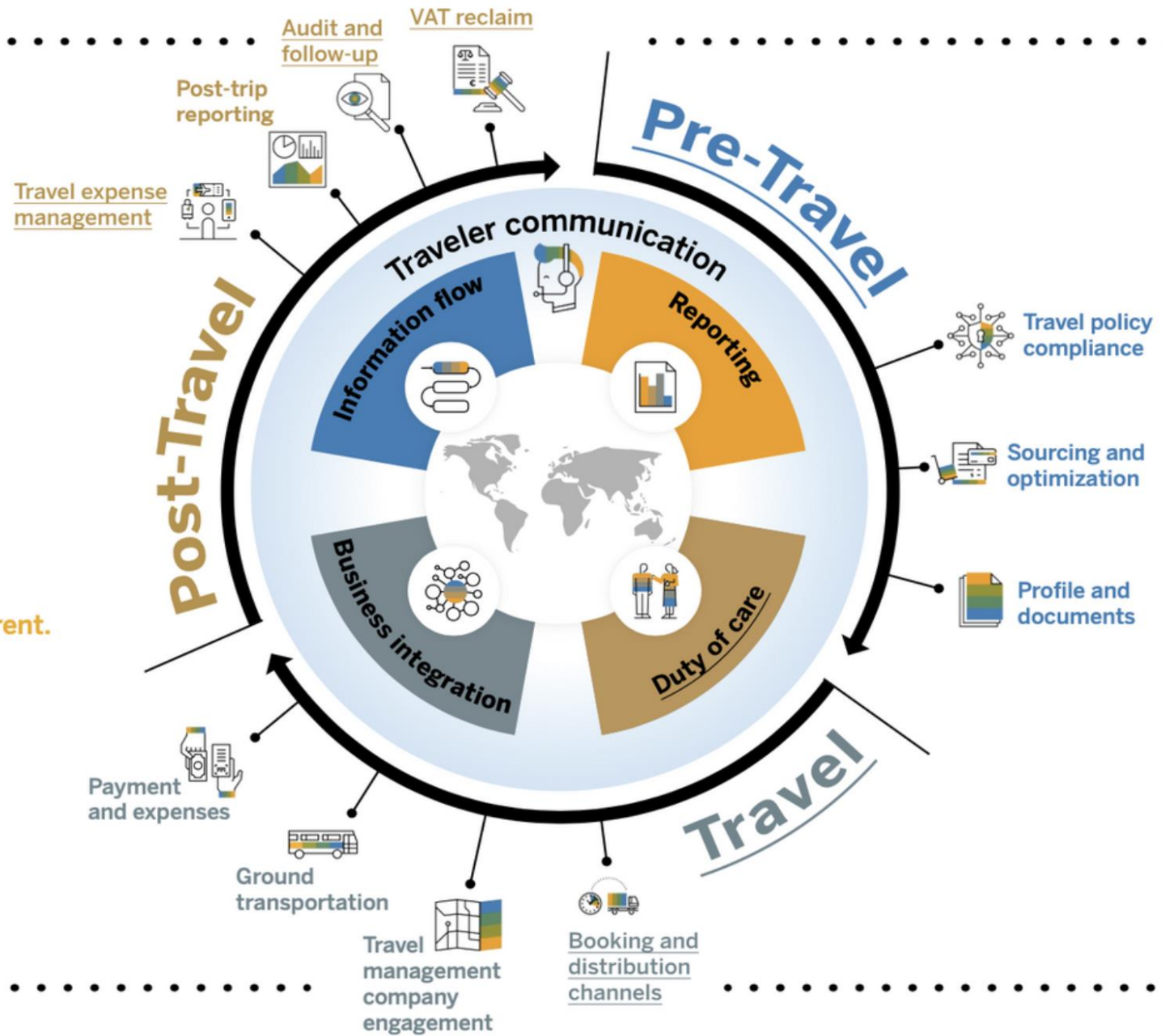
Recommendations



Understand the potential nuances, risk and changing tax regulations and laws being implemented across countries and states

Travel management lifecycle

Make your travel and expense management program **simpler, more compliant, and transparent.**



Additional Resources

SAP CONCUR TRAVEL INDUSTRY SUMMIT

June 17, 2021 | 8:00am ET - 3:30pm ET
Together, let's rethink the future of travel.



Mike Koetting
SAP Concur Solution Area
Leader
SAP



Keith Barr
CEO
Intercontinental Hotels Group



Joanna Geraghty
President and COO
JetBlue



Scott Gillespie
Travel Industry Advisor
tClara LLC



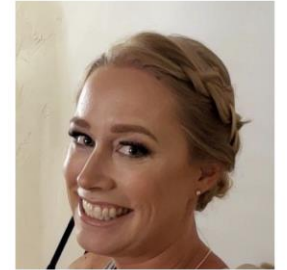
Suzanne Neufang
CEO
GBTA



Mark Ziegler
Senior Travel Manager
NetApp, Inc.



Sally Abella
Senior Director Global Corporate
Travel
Harman International
Industries Inc.

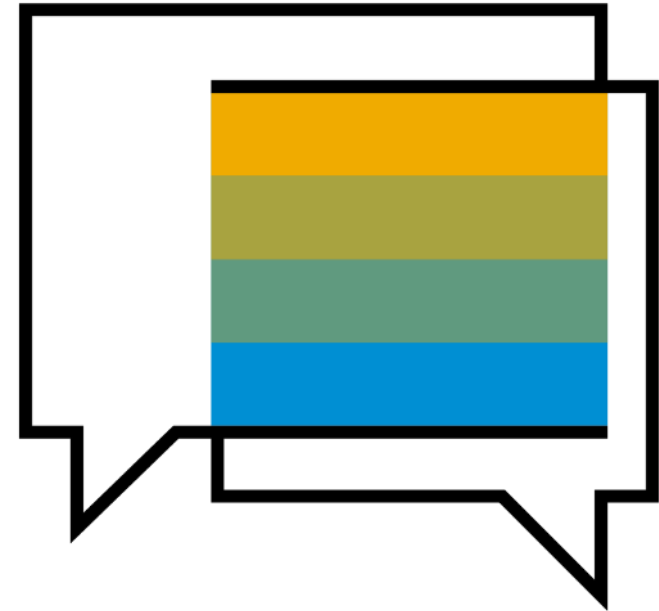


Kate Rilling
Senior Manager, Global Travel
and Expense
ServiceNow

Q&A

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INTERNAL



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