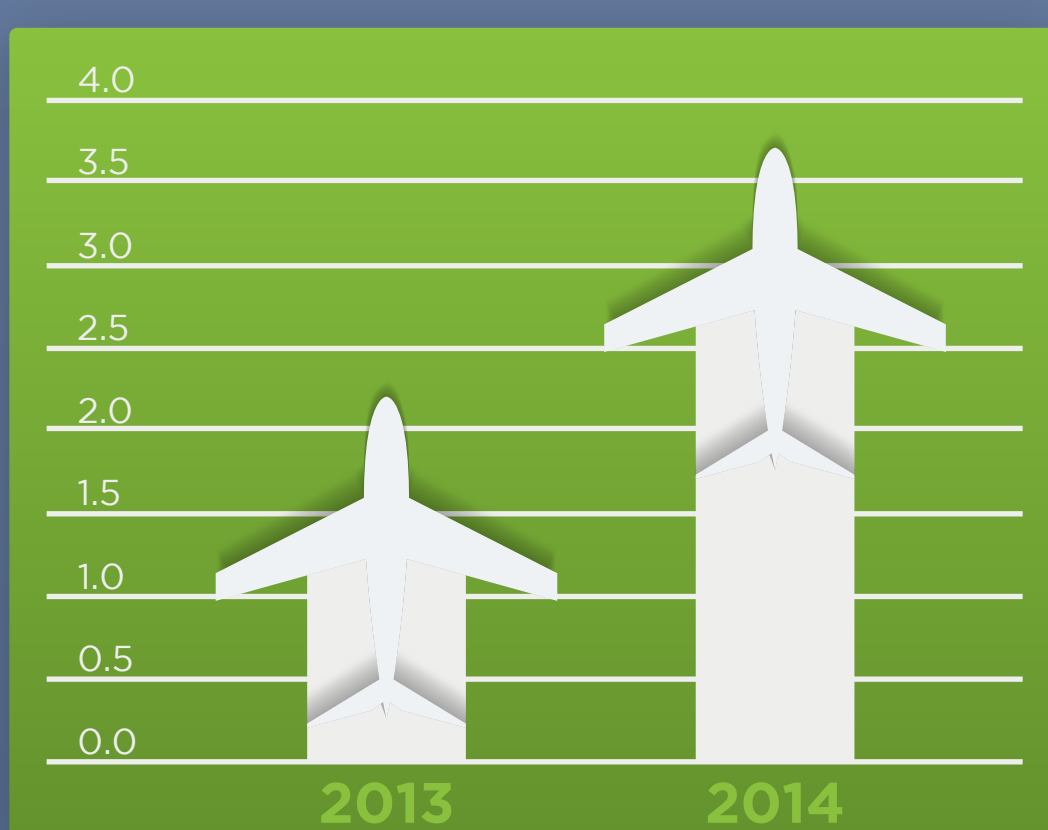


# PART 1 - HOW TECHNOLOGY CAN HELP TMCs GROW SMARTER IN A CHANGING MARKET

Travel management companies (TMCs) are facing a number of challenges as the business travel market continues to evolve in the wake of the economic downturn and the rise of consumer technology.

**But what are these challenges?**

Managed travel market gross bookings in Europe are still growing

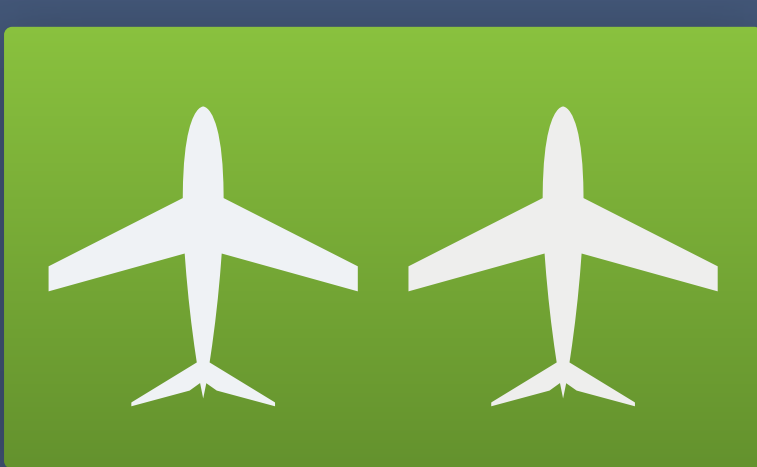


64% of British travel managers say tightened travel policies are an established micro-trend in their company

Companies require greater control over corporate travel through their policies due to the economic downturn focusing attention on costs

The rise of consumer technology and mobile apps means open booking (making transactions outside of agreed corporate channels) is becoming more popular among companies as business travelers expect the same level of choice and convenience at work as they do at home

62% of business travelers carry work smartphones



Travelers and travel managers expect mobile bookings will double in the next two years

76% of travel managers worldwide will look to TMCs to help improve global programmes in future, covering areas such as:



Cost Control  
74%



Data Integration  
73%



New Mobile Technology integration  
65%

70% said mobile devices are crucial to their global travel programmes



Two-thirds of business travelers would like to be able to book trips using mobile devices

## DID YOU KNOW?

Travel costs are rising while businesses are expecting more value for money:

- 42% of travel managers worldwide expect trip costs to increase over the next year. This rises to 54% for UK travel managers specifically.
- This, according to TravelPort, is causing a drive for increased productivity as margins lessen among TMCs
- Increasing globalisation means businesses have more complex travel needs due to variations in language, laws, currency etc as well as differing needs and suppliers between locations
- 47% of buyers see 'significant conflict' between the global and national needs of their travel programmes
- Global/regional consolidation of travel management is an established micro-trend for 41% of UK travel managers
- Increasing amounts of customer data are being generated by more sophisticated tools, raising questions about how best to store and handle it
- 69% of UK travel managers say data security is an established micro-trend in their company
- Customers can easily complain about poor service on social media, making good reputation management a must
- 34% of UK travel managers say their travelers already use social media

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### Sources:

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