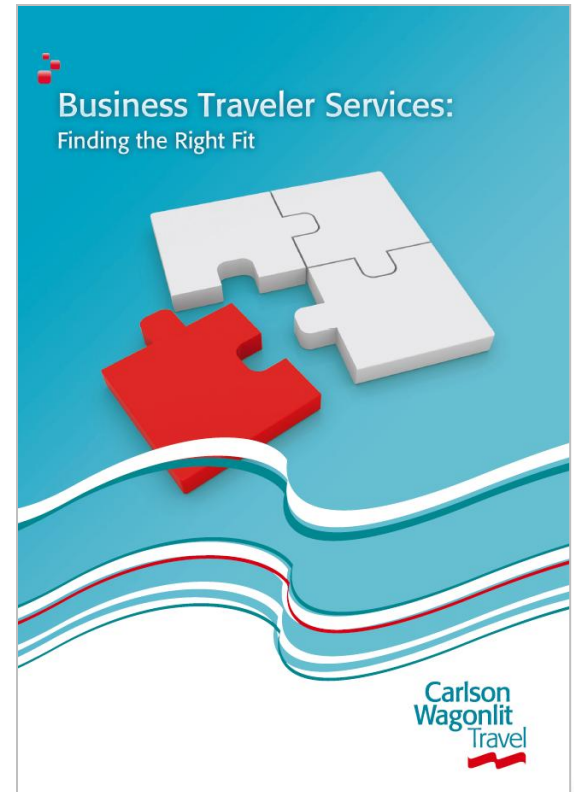




# ***Business Traveler Services: Finding the Right Fit***

In-depth research by the  
CWT Travel Management Institute

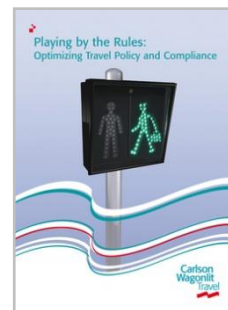
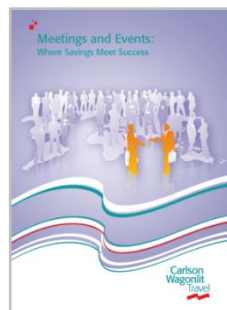
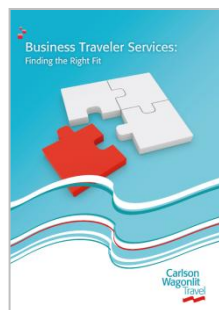


# Agenda

- **About the CWT Travel Management Institute**
- **Online booking tools**
- **Service configuration**
- **Services and assistance to travelers**
- **Expense management**

# The CWT Travel Management Institute

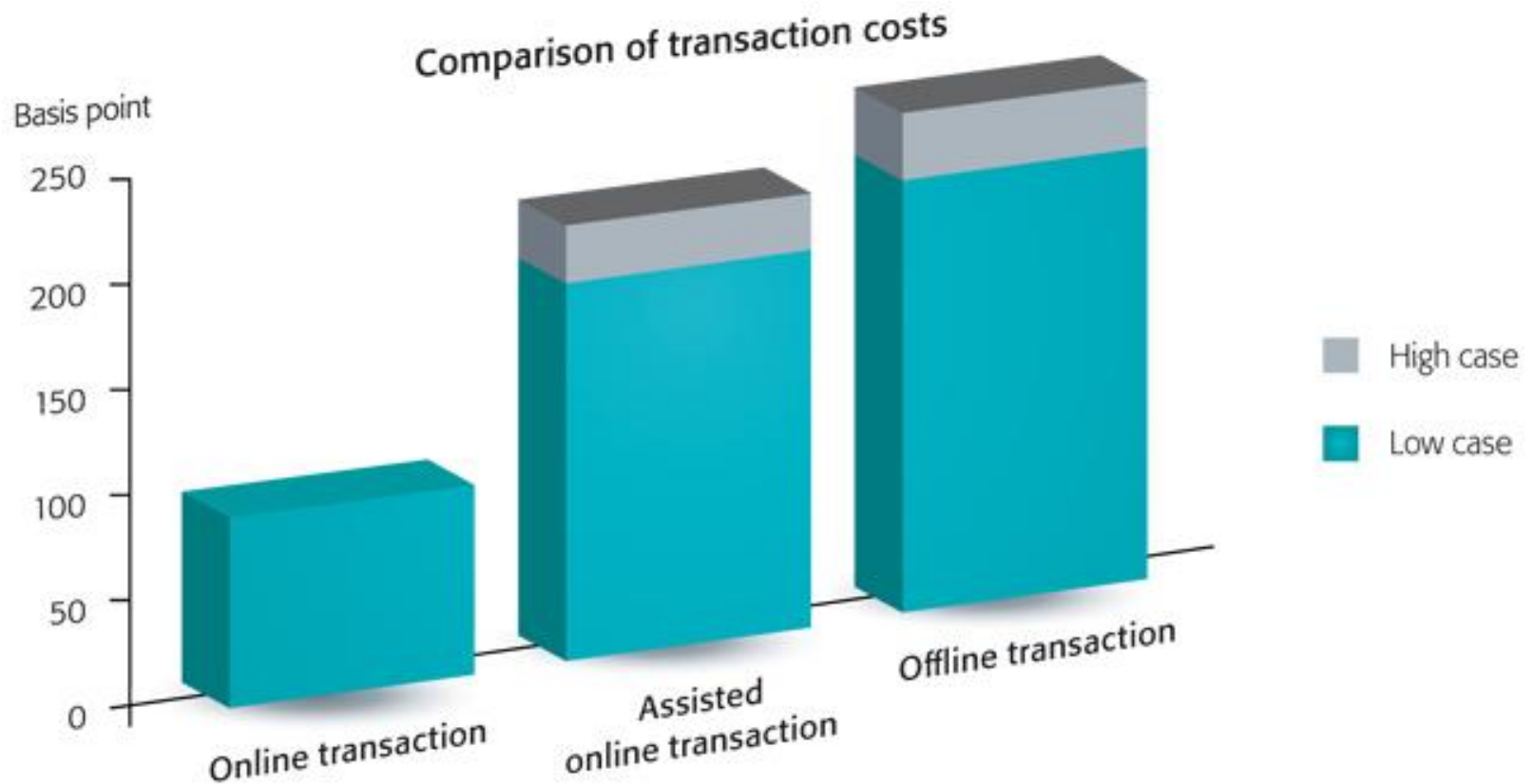
- The CWT Travel Management Institute conducts in-depth research into effective travel management practices to help clients worldwide derive the greatest value from their travel programs
- *Business Traveler Services: Finding the Right Fit* is the institute's latest report in a series on the eight key levers of effective travel management identified by CWT
- All research published by the CWT Travel Management Institute is available at <http://www.carlsonwagonlit.com/en/>



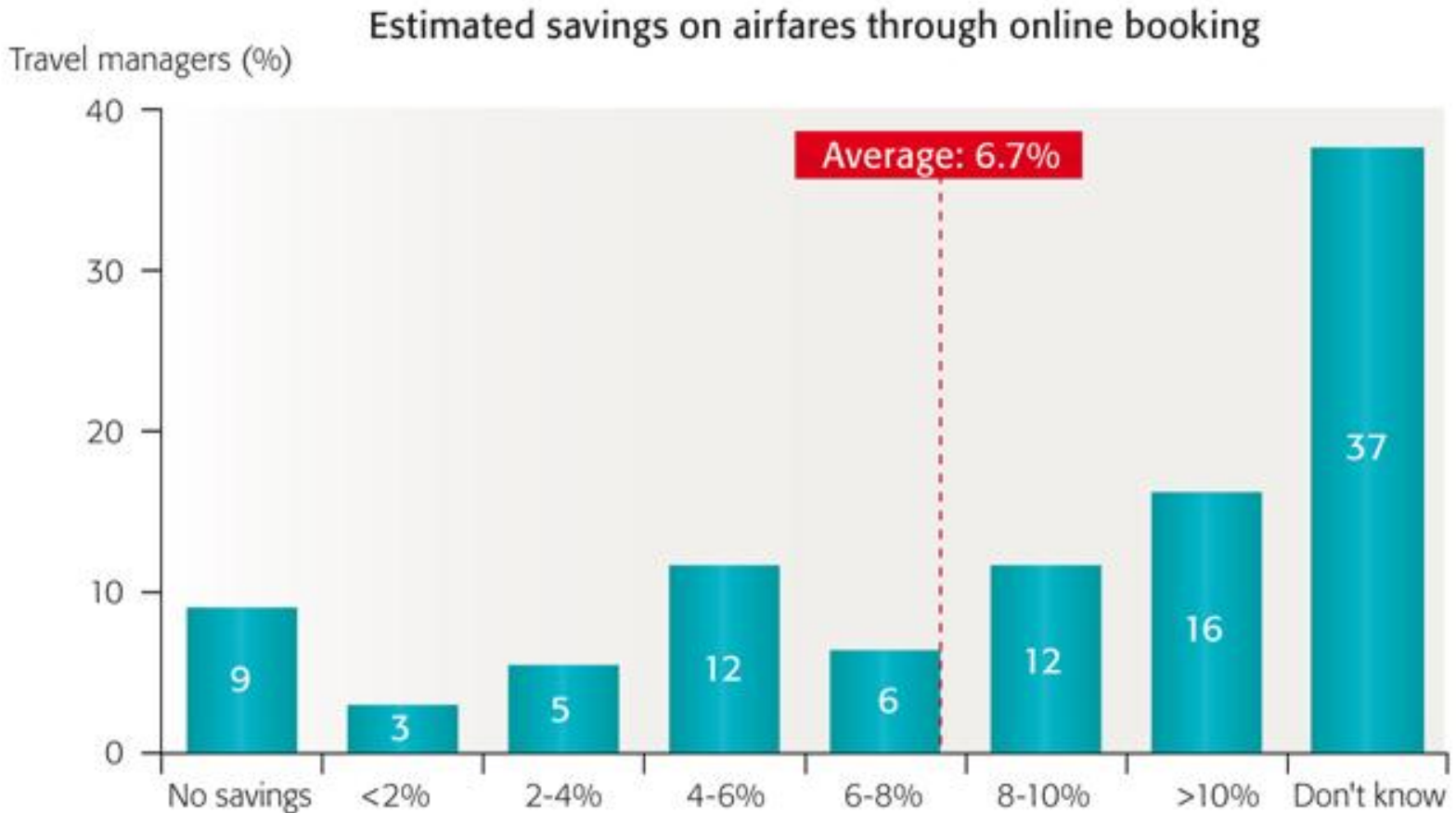
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# Transaction costs are significantly lower for online bookings

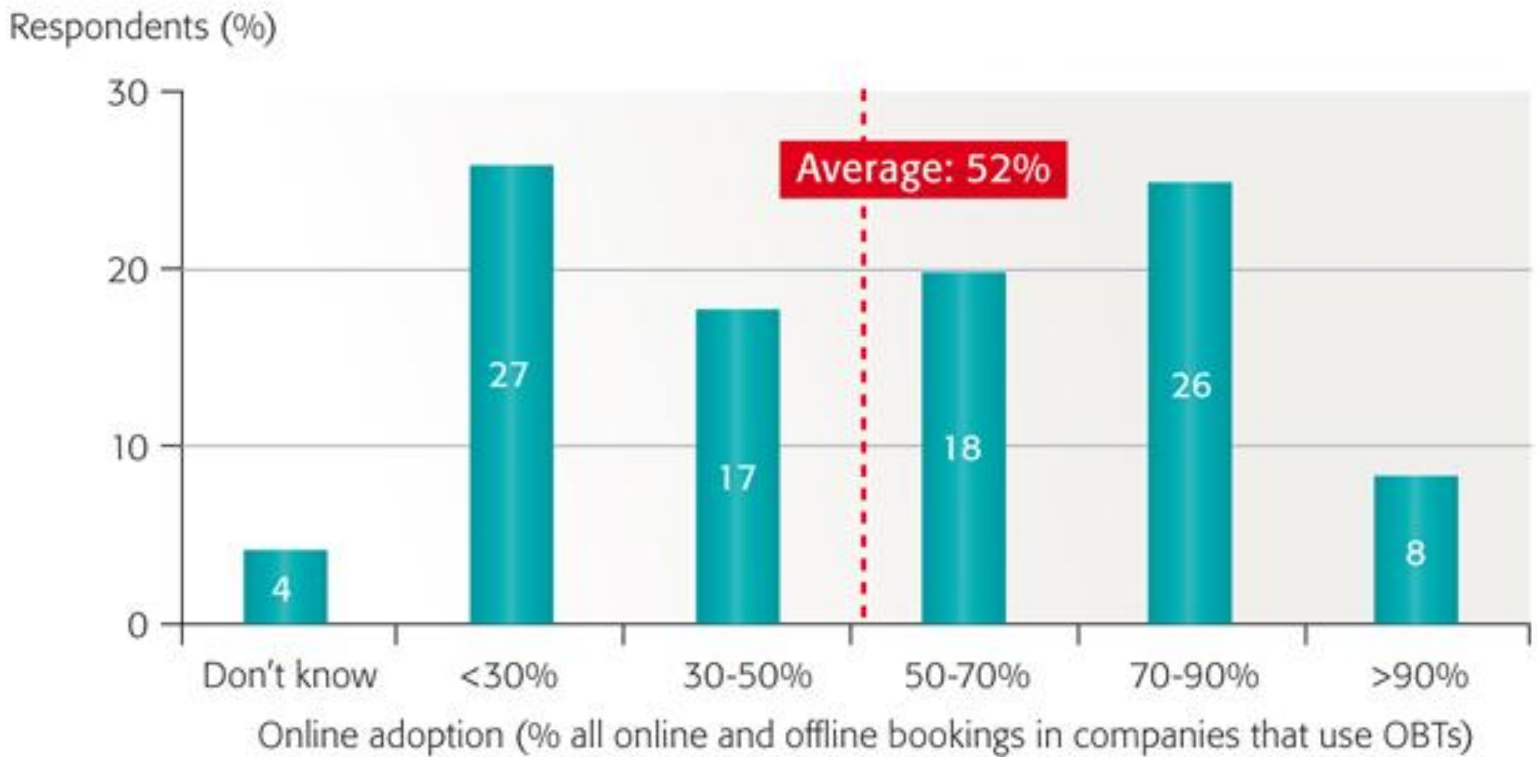


# Travel managers say online booking reduces the average air ticket price by 7% on average

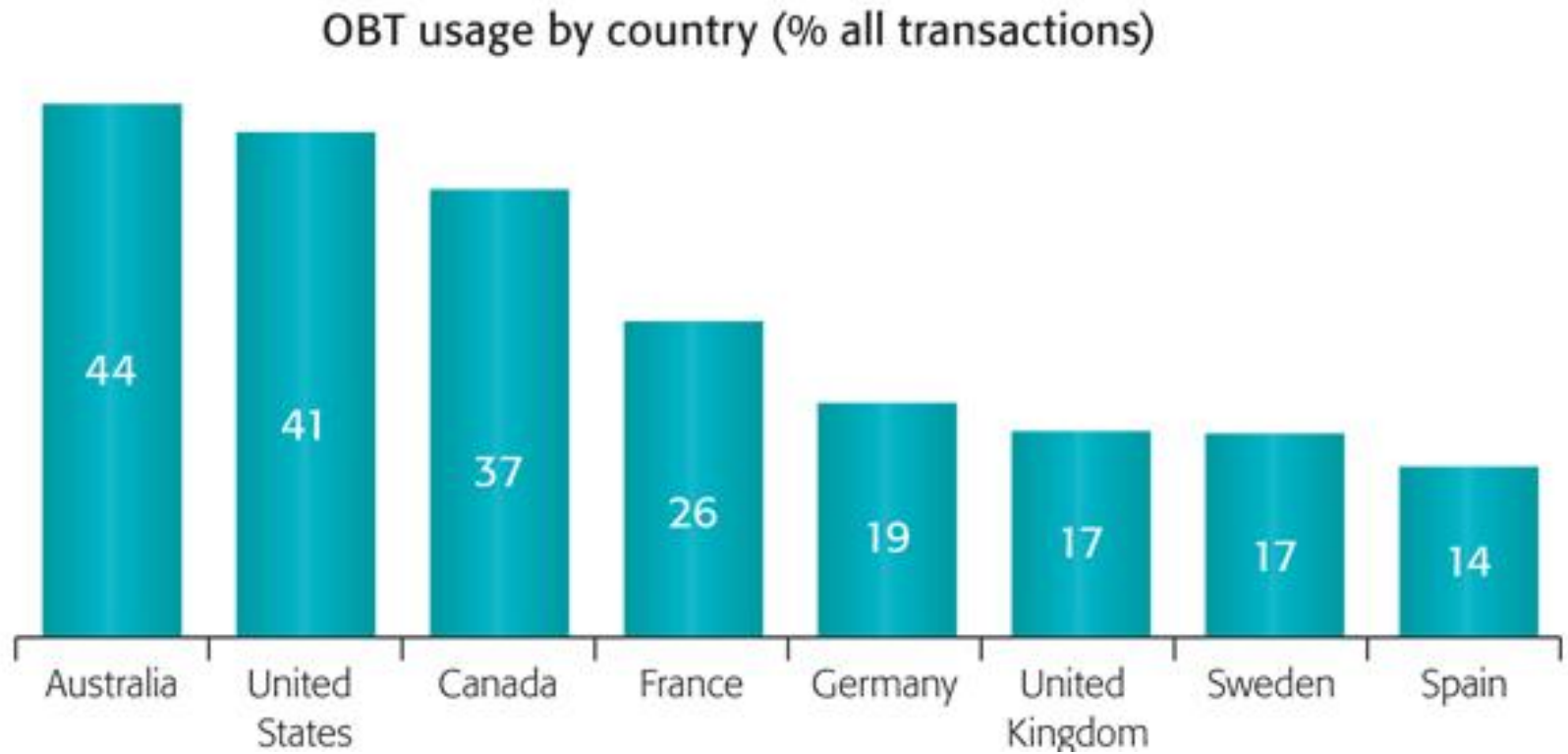


Source: CWT Travel Management Institute  
Based on a survey of travel managers (112 responses)

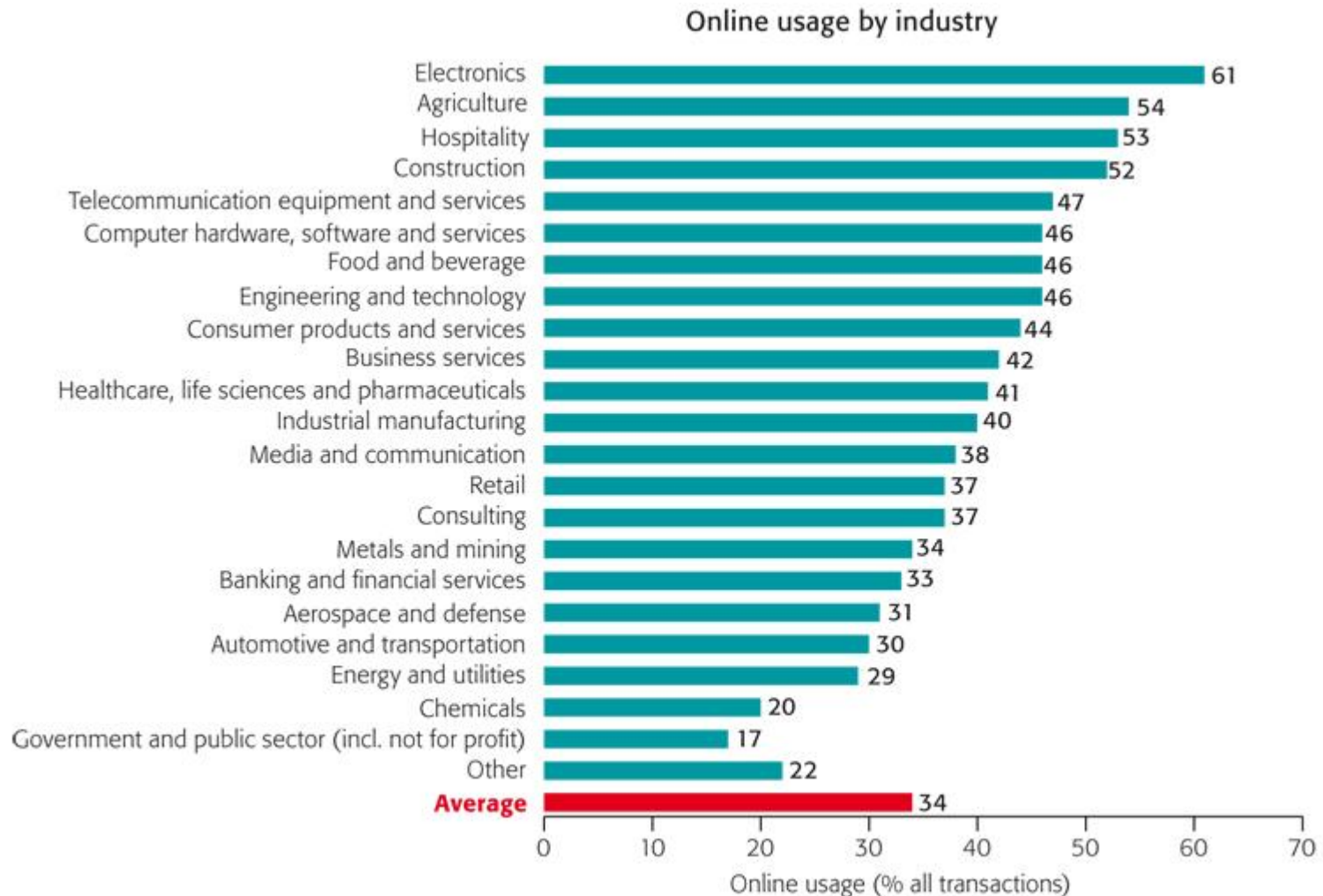
# Online adoption reaches 52% on average, according to surveyed travel managers



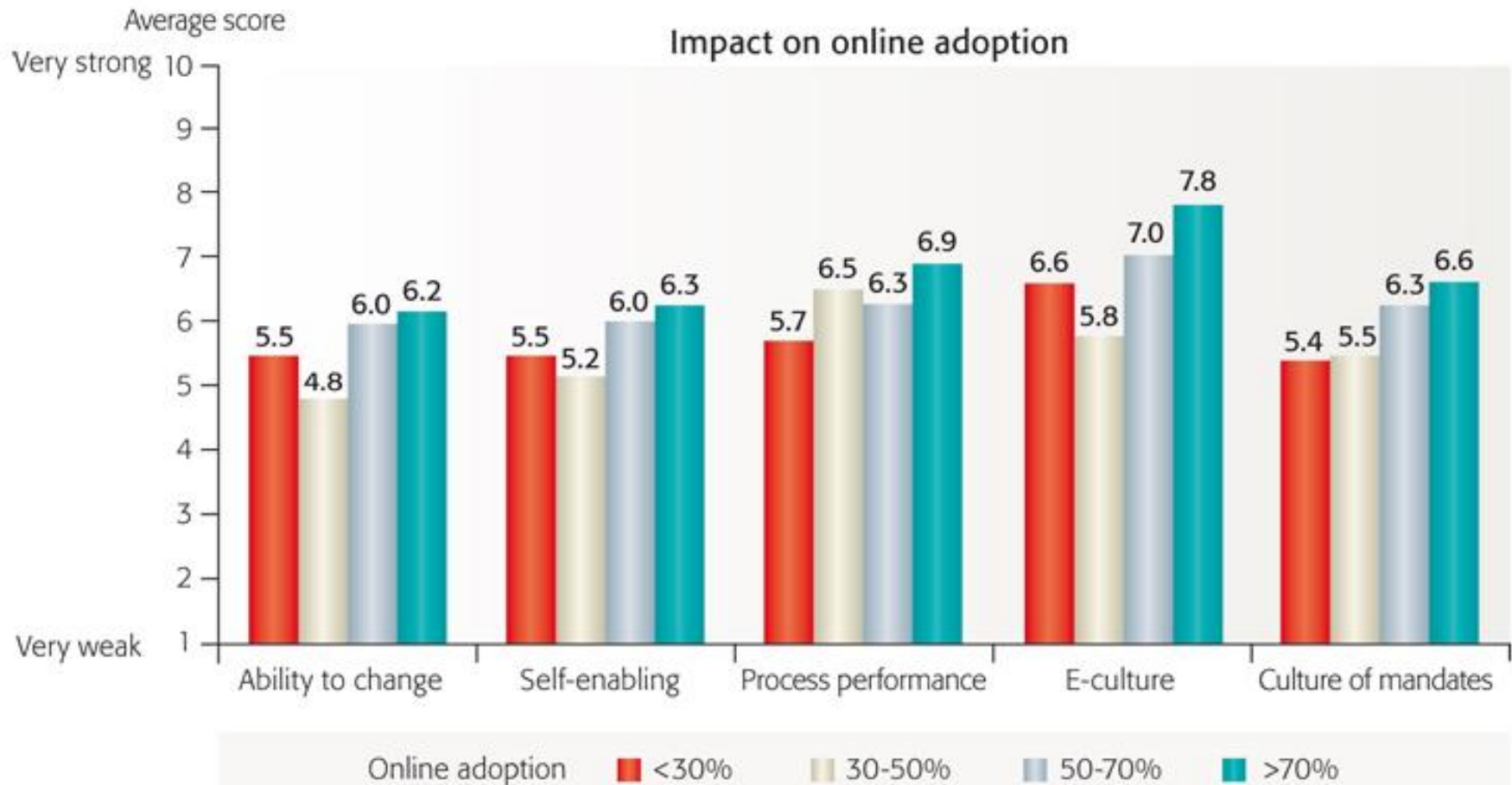
# Online usage varies considerably between countries and industries



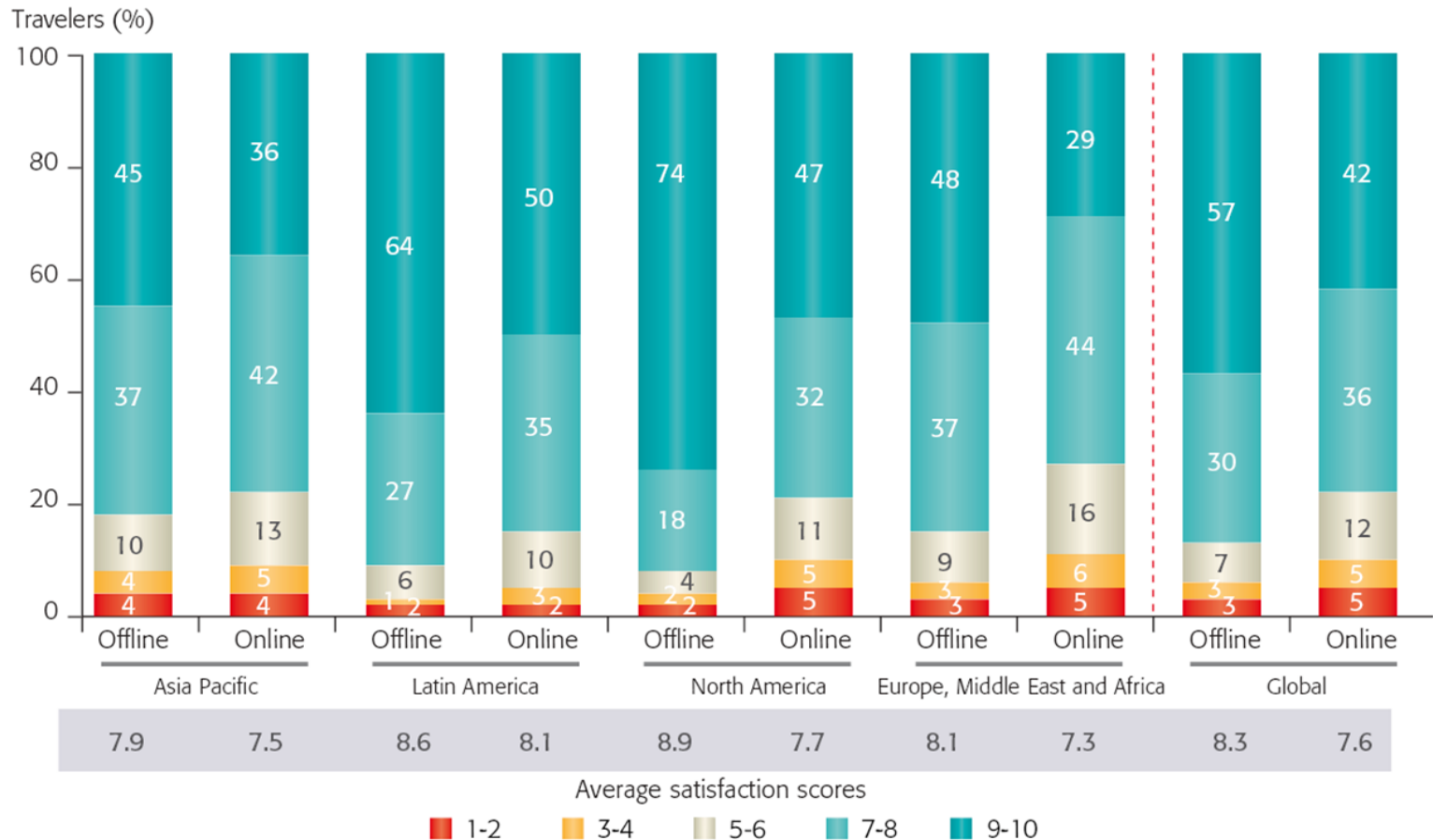
# High-tech industries lead the way in online usage



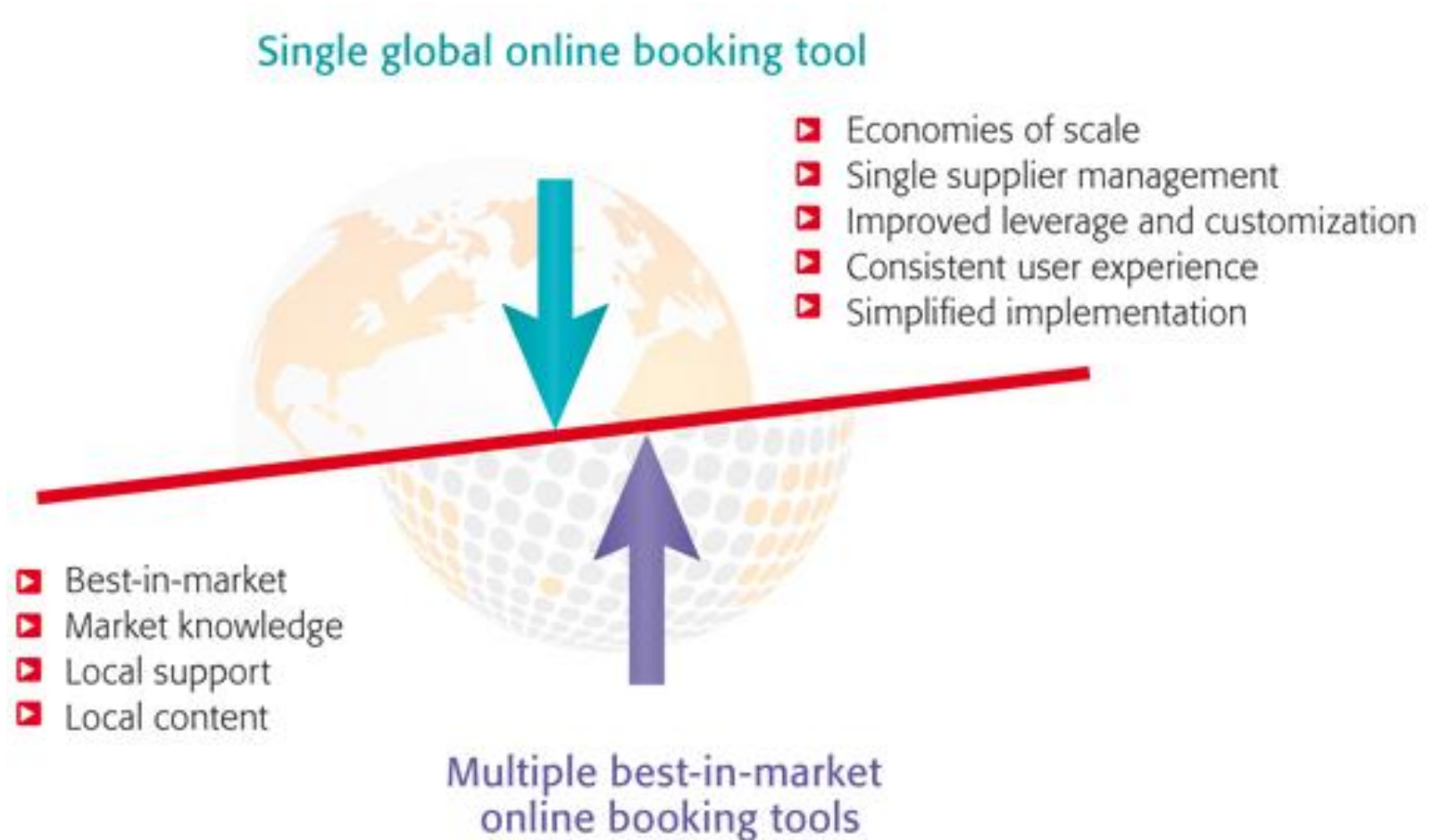
# Online adoption is impacted by corporate culture



# Satisfaction scores are significantly lower for online than offline transactions



# Key benefits of a consolidated global OBT and multiple best-in-market local OBTs



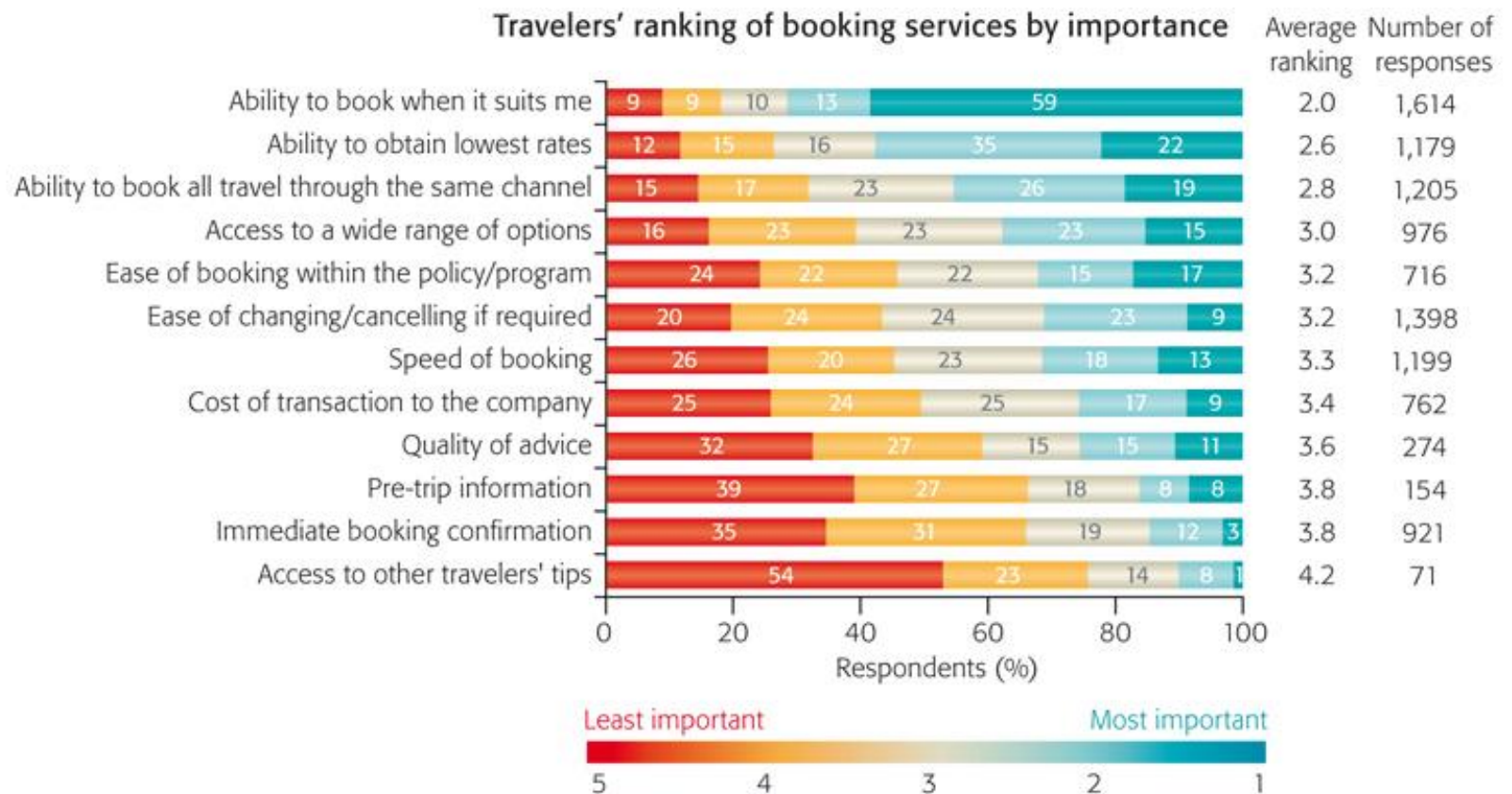
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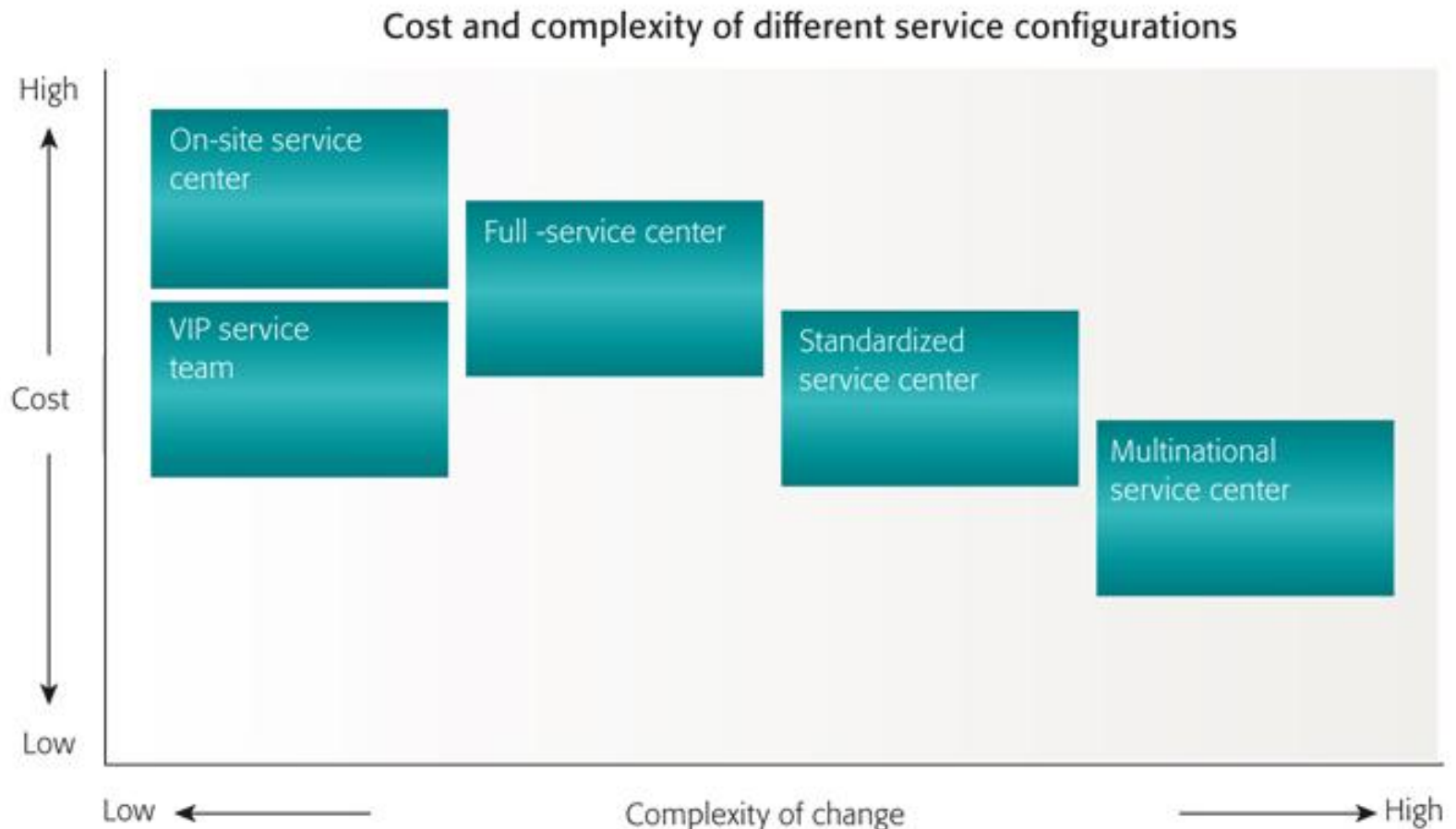
# Above all, travelers want simplicity, 24/7 access and speed from corporate travel services



# The most important booking features for travelers are the ability to book when it suits them, obtain the lowest rates and book all travel through the same channel



# Different service configurations suit different needs in terms of low- or high-touch service and standardized or customized processes



Source: CWT Travel Management Institute

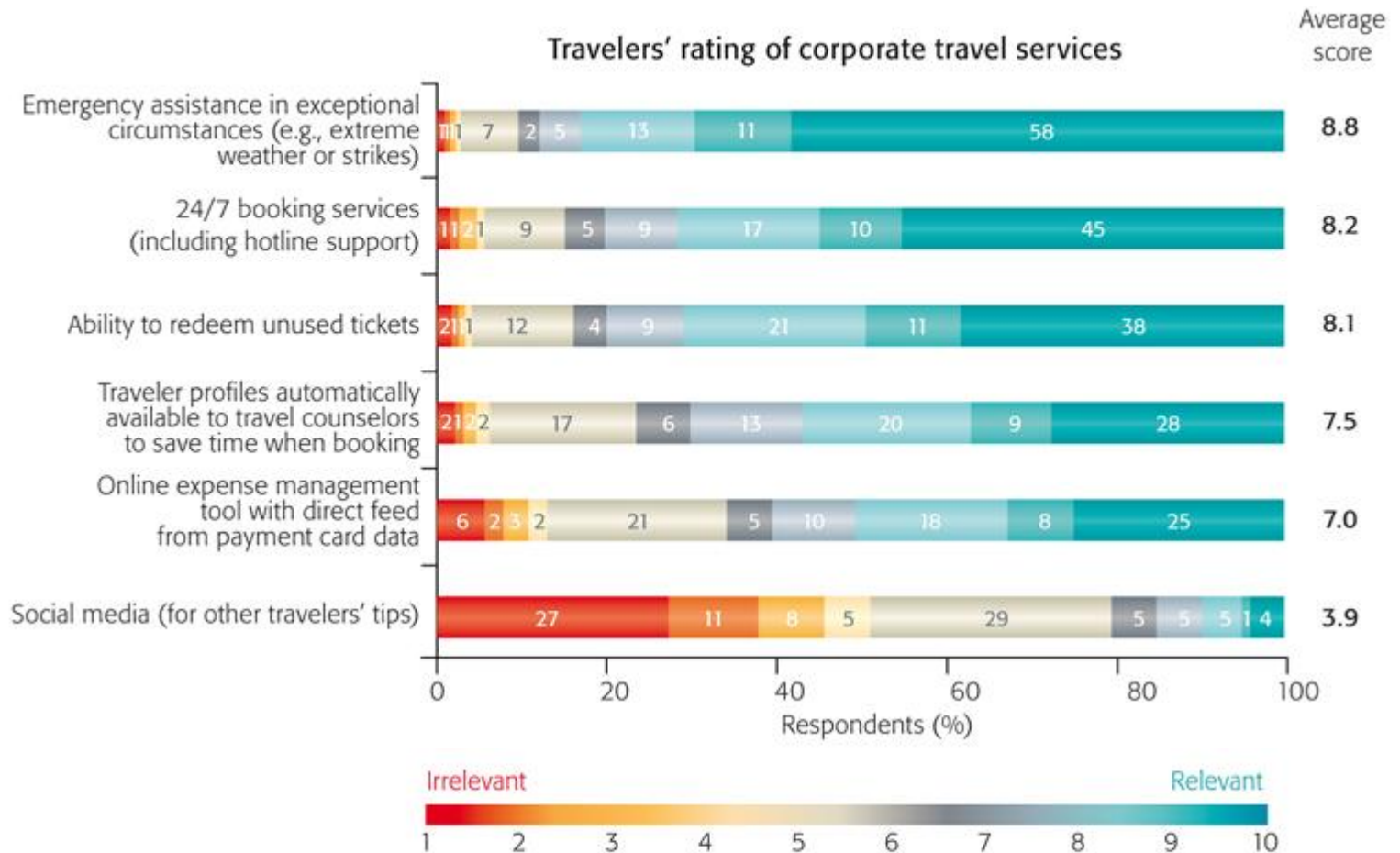
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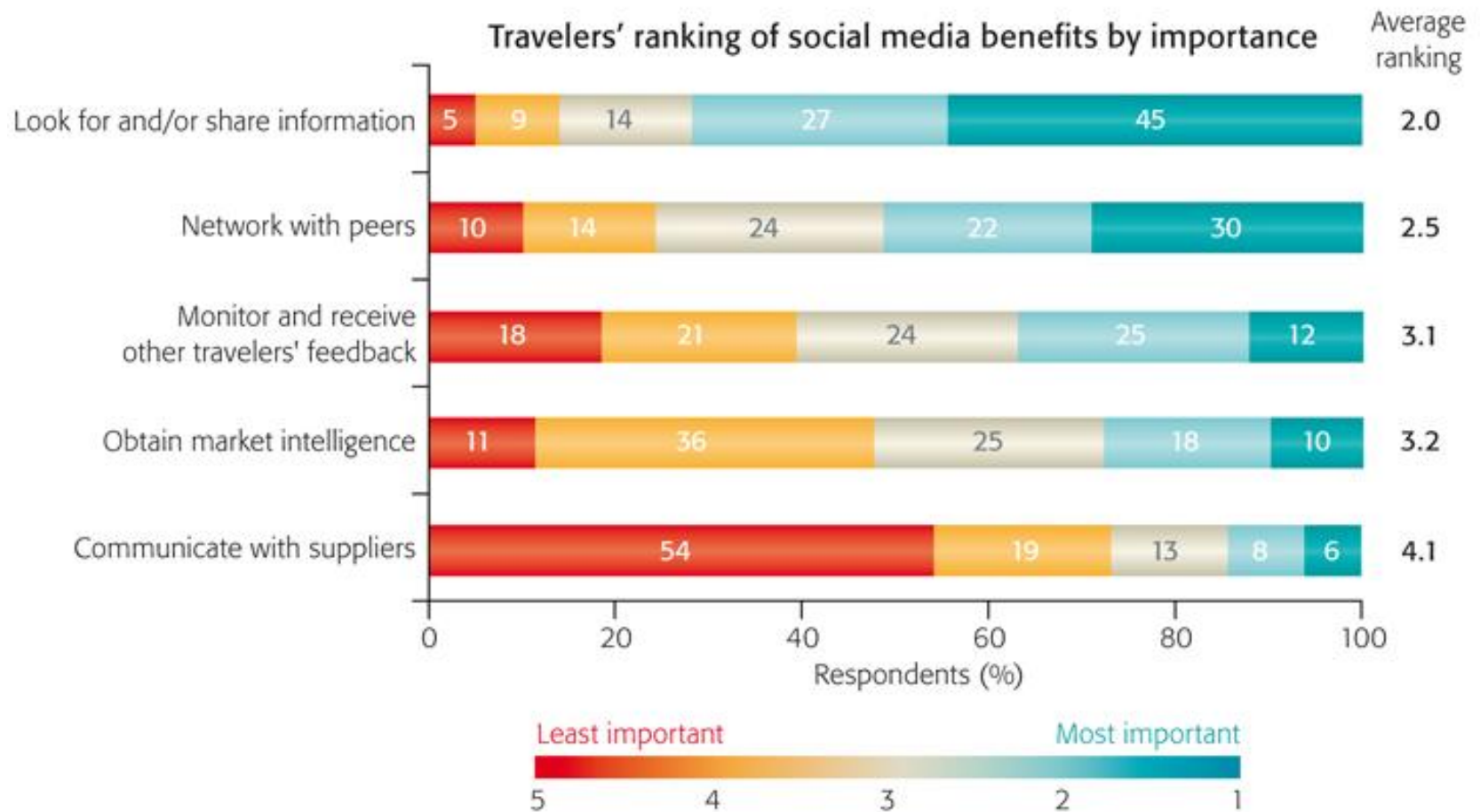
# For travelers, the most important mobile services are itinerary information, flight status and electronic boarding passes



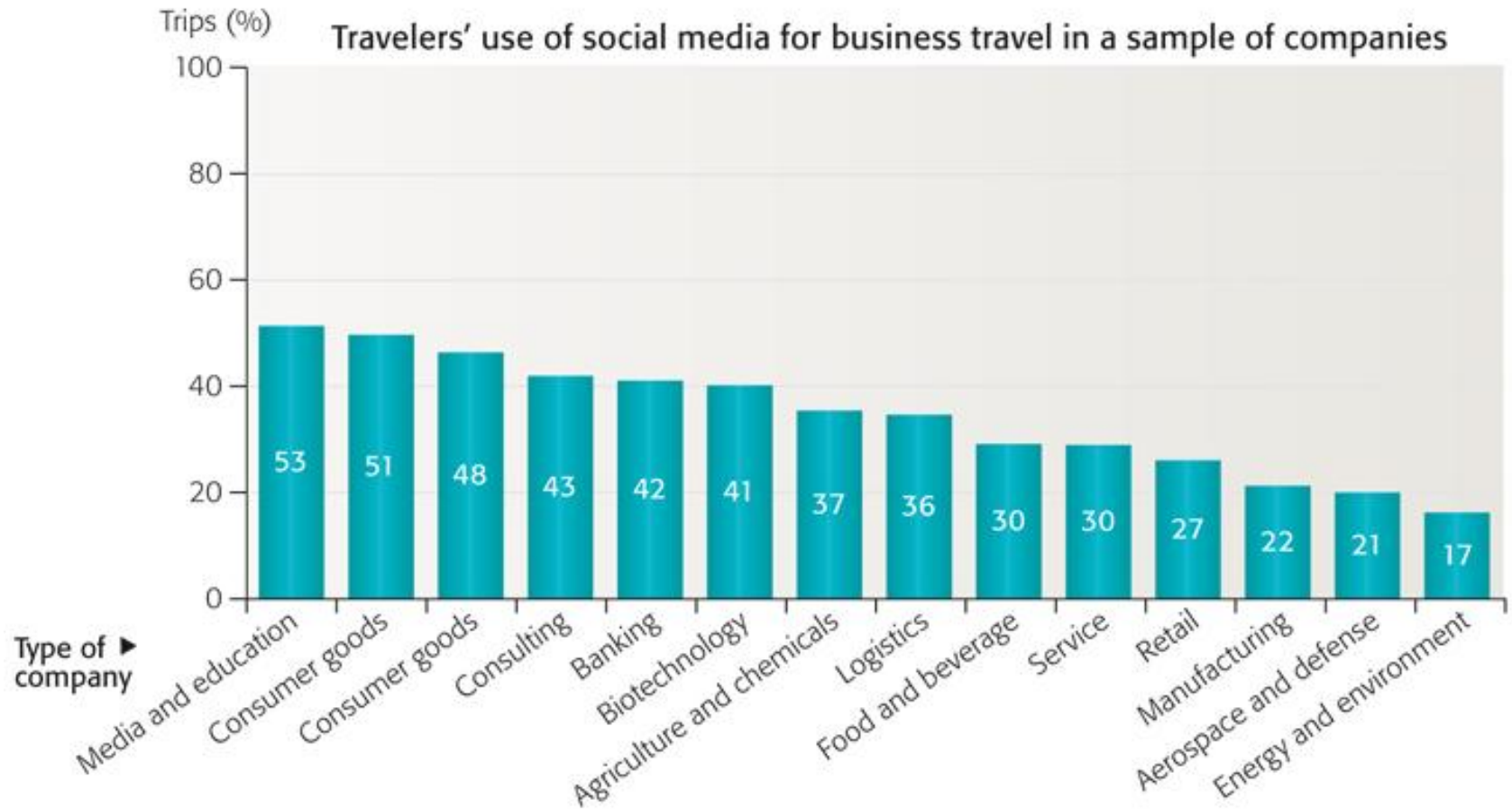
# Travelers attach great importance to emergency assistance



# Travelers expect a range of benefits from social media



# In a sample of 14 companies, 17-53% of travelers use social media for business travel



# Agenda

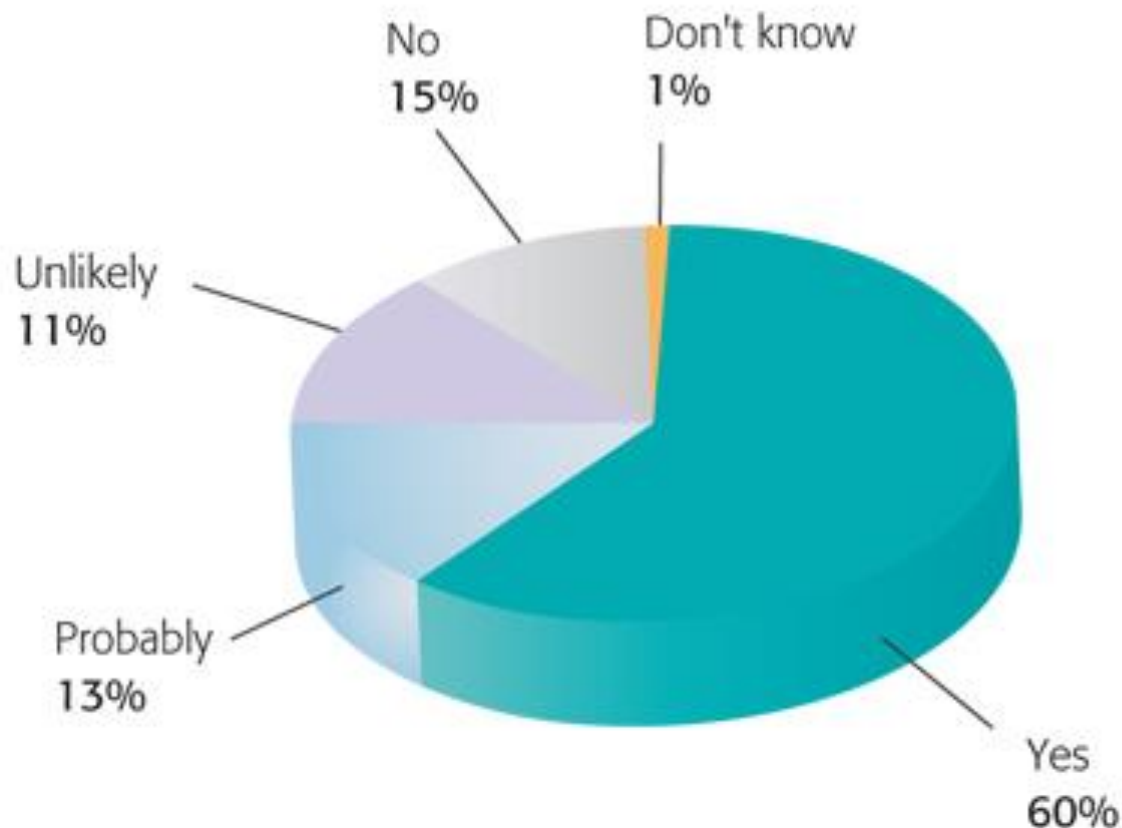
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# Expense management involves policy, processes and a system



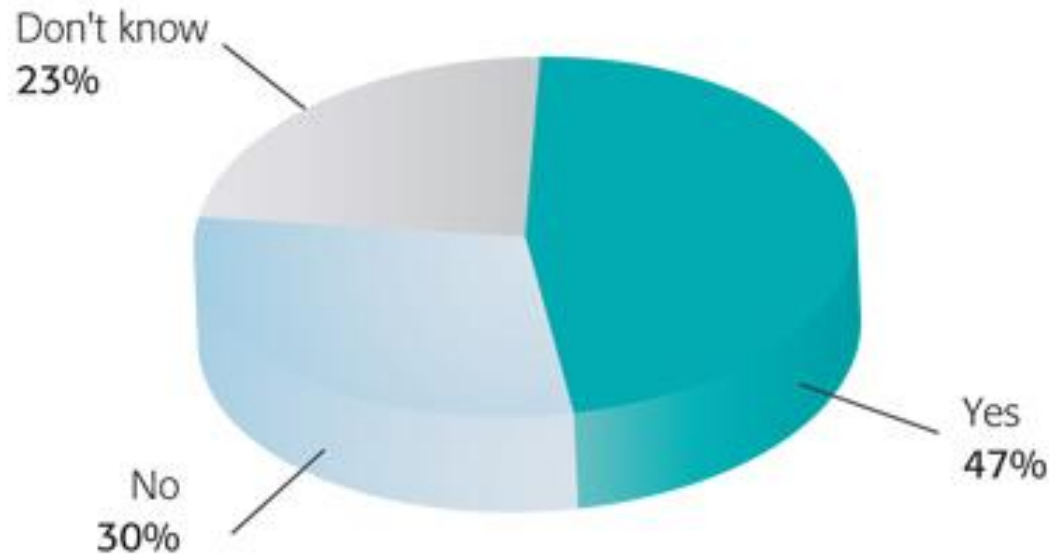
# A quarter of travel managers say travelers do not have to justify out-of-policy bookings

Requirement to justify out-of-policy bookings



# 47% of survey respondents say TMCs should offer expense management services

Travel managers who consider TMCs a valid player in expense management



# Thank you.

All research published by the CWT Travel Management Institute  
is available on

[www.carlsonwagonlit.com](http://www.carlsonwagonlit.com)



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