

State of

Business Travel 2016

A definitive look at business traveler spend & behavior



PUBLISHED BY CONCUR

July 2016

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Source: State of Business Travel 2016, Concur Technologies Inc. (an SAP Company), July 2016.



Concur invited **Henry Harteveldt**, one of the travel industry’s most well-known and respected industry analysts and advisors, to provide guidance for and review development of this report. His comments offer context and insight around the data within.

Concur’s decision to develop these rich personas is brilliant. Its vast treasure trove of business spending data makes Concur uniquely qualified to create and provide such a comprehensive perspective. Business travel isn’t about airplanes, hotels, or per diems – it’s about people venturing forth to contribute to their organizations’ success. These six personas transform expenses from endless pages of dull numbers into lively, relatable, and understandable characters, with different business travel “styles,” needs, and expectations.

The result: Perspectives that make planning and administering business travel programs easier, more accessible, and more useful for Travel Managers, Financial Decision Makers, and others involved with their organizations’ business travel programs.



HENRY H. HARTEVELDT

Founder/Industry Analyst & Advisor

Atmosphere Research Group

After nearly 12 years as Forrester Research’s travel industry analyst, Henry founded Atmosphere Research. Atmosphere Research provides independent, objective, and trustworthy research on traveler and industry marketing and distribution trends. Before becoming an analyst, Henry spent more than 15 years in marketing, planning, and distribution roles at leading travel brands.

Henry lives in San Francisco and is a graduate of the Tulane University School of Business. He actively shares his industry perspectives on Twitter (@hharteveldt).

It’s noteworthy that the third-largest market for travel spend within this report is China. China’s growth as a business travel market is increasingly driven by Chinese travelers, rather than international visitors to the country. Boeing’s Long Term Market Outlook for 2015-2034 estimates Chinese airlines will order 6,130 new aircraft (from all manufacturers), or 17% of all new aircraft. The 146,590 hotel rooms under construction in China in May 2016 account for more than 56% of the total hotel rooms being built across Asia, according to Smith Travel Research.

The 59 billion miles flown in 2015 by Concur customers equals 14% of the global airline industry’s available seat miles (Source: IATA 2015 Traffic Results).

The different personas in this report, variety of destinations they visit, and length-of-stay point to the need for hotel policies that balance comfort, convenience, and budget with common sense. Hierarchy alone may not be the most effective way to determine who should stay at which hotel.

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The faces of business travel



SAM THOMPSON
Savvy Traveler

Business travel is an annoying but necessary part of my job. I file expenses on a per-trip basis.

YEARLY

30K Spend	15 - 30 Trips	20 Reports
---------------------	-------------------------	----------------------



JEREMY SPARKS
Jet Setter

Business travel must be as comfortable as being at home. My assistant files my expenses.

YEARLY

45K Spend	15 - 35 Trips	25 Reports
---------------------	-------------------------	----------------------



HANNAH NISHINO
High-tech Newbie

Business travel is great for mini-vacations. Expensing is a hassle. I put it off till the deadline.

YEARLY

10K Spend	3 - 7 Trips	10 Reports
---------------------	-----------------------	----------------------



ALAN MANNING
Approving Manager

Travel is a costly but necessary part of the job. I have to file expenses once or twice a month.

YEARLY

15K Spend	0 - 2 Trips	20 Reports
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TANYA ABBOTT
Travel Arranger

I'm skilled at arranging travel and handling emergencies. My travelers just hand me receipts.

YEARLY

15K Spend	0 - 1 Trips	5 Reports
---------------------	-----------------------	---------------------



CARL PLACKETT
Cautious Planner

Travel is more of an annoyance than a perk. I file my expenses as soon as possible.

YEARLY

2K Spend	0 - 2 Trips	< 5 Reports
--------------------	-----------------------	--------------------------

Sam Thompson | Savvy Traveler



Get me there, keep me comfortable, and don't waste my time.

DEMOGRAPHICS

Ages **35-54** | ♂ 71% ♀ 29%

Savvy Sam might be a 52-year-old sales rep for a regional publishing company who travels 40% of the time. He is a travel pro – he knows the ins and outs of his company's travel and expense policy and has favorite specific flights and hotels – but the sheer amount of travel is taxing on Sam and his family.

TRAVEL BEHAVIOR

- Travels 25 times per year
- Books travel himself
- Visits customers on-site

EXPENSE BEHAVIOR

- Files expense reports as soon as possible
- Finds adding attendees and itemizing receipts tedious
- Approves expense reports
- Will spend extra to save time
- Uses Skycap and Uber

REACTION TO POLICY

- Knows travel policy, but is willing to breach to make travel more comfortable
- Will personally pay to upgrade
- Stays at mid-range hotels
- May go over budget on meals if not careful

ATTITUDES

- Business travel is annoying but necessary
- Disruptions to trips are frustrating because they hurt relationships with customers and reduce time with family

VALUES

- Home comforts
- Familiar vendors, destinations, and schedules
- Staying connected with family

FEARS

- Delays and trip disruptions
- Not being able to use loyalty programs
- Safety and language issues when traveling in unfamiliar places

TOP 3 CONSIDERATIONS FOR...

Flights

- Number of stops
- Arrival time
- Leg room

Hotel Property

- Location
- Previous experience
- Price

Hotel Amenities

- Free wifi
- Non-smoking
- Air conditioning



Jeremy Sparks | Jet Setter



“I am willing and able to spend whatever it takes to make my travel comfortable and efficient.”

DEMOGRAPHICS

Ages **35-54** | ♂ 74% ♀ 26%

Jet Setter Jeremy might be a commercial trade lawyer or senior VP who travels frequently (and globally) to meet with clients and to speak at conferences. His firm has a generous travel policy, and Jeremy is comfortable leveraging it.

TRAVEL BEHAVIOR

- Flies first class and stays in five-star hotels near client
- May take road trips for work
- Relies on assistant to book travel and deal with contingencies

EXPENSE BEHAVIOR

- Files one report when travel is complete
- Assistant files expenses
- Takes clients/team out to eat
- Approves others' expenses
- Will spend extra for a comfortable experience

REACTION TO POLICY

- Does not have to adhere to corporate travel policy due to role and necessity of travel
- Likely influences policy and budget at the corporate level

ATTITUDES

- Prepared to deal with unexpected situations
- Trip goals must not be hindered by lack of equipment or connectivity
- Business travel must be as comfortable as home

VALUES

- Accommodations and amenities that keep him client focused and connected
- Impressing clients with high-end experiences
- Staying connected to family

FEARS

- Sub-par experiences that keep him from staying connected, healthy, and rested
- Not being able to reach assistant during disruptions

TOP 3 CONSIDERATIONS FOR...

Flights

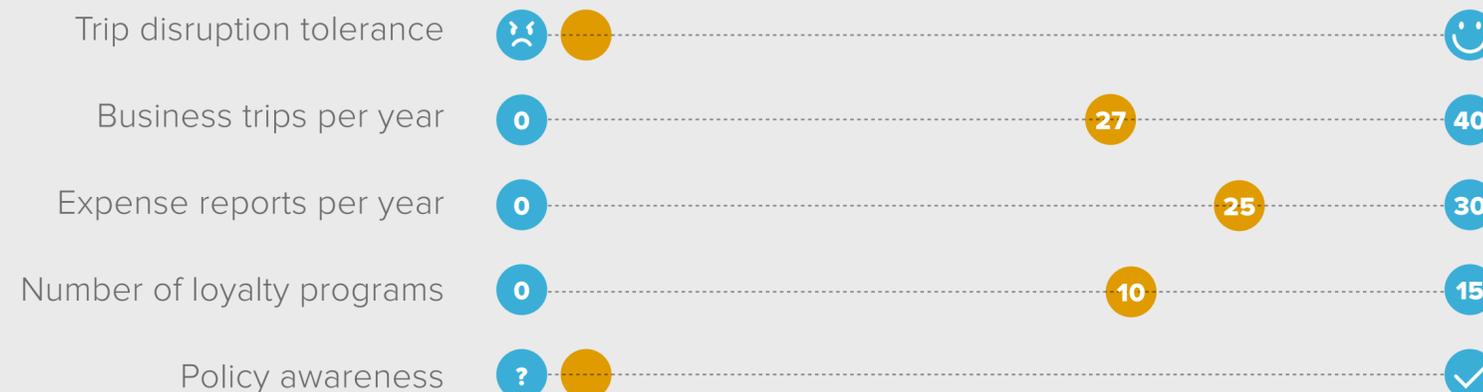
- Number of stops
- Arrival time
- Leg room

Hotel Property

- Location
- Previous experience
- Hotel name/chain

Hotel Amenities

- Free wifi
- Non-smoking
- Air conditioning



Hannah Nishino | High-tech Newbie



I'm so lucky to get paid to see the world!

DEMOGRAPHICS

Ages **22-44** | ♂ 65% ♀ 35%

High-tech Hannah might be a 26-year-old in marketing for a global high-tech company. When she travels for work, she likes to tack on a few days of personal travel. Sometimes last-minute changes throw a wrench in her plans, which can make separating her expenses difficult.

TRAVEL BEHAVIOR

- Researches and books her own travel using mobile
- Books based on what is affordable, fun and exciting
- Is interested in boutique hotels and progressive airlines
- Extends some business trips over the weekend

ATTITUDES

- Business travel is a great chance for mini-vacations
- Travel is fun. It allows her to explore and meet friends

EXPENSE BEHAVIOR

- Files expenses herself
- Puts off expense reporting until deadline
- Files once a quarter or less
- Finds expensing difficult
- Combines personal and business travel in order to save money

VALUES

- Staying in fun locales and experiencing local culture
- Keeping in touch with friends via social media

REACTION TO POLICY

- Does not adhere to policy due to lack of awareness
- Is willing to pay out of pocket and go out of policy to make the trip more enjoyable
- When traveling in groups, must consider all budgets

FEARS

- Boring business travel
- Getting in trouble for overspend
- Not knowing travel policy
- Not being reimbursed quickly

TOP 3 CONSIDERATIONS FOR...

Flights

- Number of stops
- Price
- Arrival time

Hotel Property

- Location
- Price
- Previous experience

Hotel Amenities

- Free wifi
- Non-smoking
- Free breakfast



Alan Manning | Approving Manager



I want my travelers to be happy but I need to keep them in line.

DEMOGRAPHICS

Ages **35-54** | ♂ 63% ♀ 37%

Approving Alan might be an operations manager for a game development company where employees frequently travel between two offices. He has responsibility for approving travel for his direct reports and gets frustrated when employees make travel plans that are out of policy.

TRAVEL BEHAVIOR

- Does not travel himself
- Is responsible for overseeing and approving travel and expense reports for 5 employees across 5 offices

EXPENSE BEHAVIOR

- Expenses once or twice a month
- Gets expense and travel requests from employees that need pre-approval and final approval

REACTION TO POLICY

- Is concerned that travel and expense reports stay strictly within budget
- Wants employees to make booking decisions that keep them safe, comfortable, and productive

ATTITUDES

- Travel is costly but important to his distributed teams
- Business trips must not get in the way of productivity

VALUES

- Employees feeling empowered to make smart travel booking decisions
- Productivity in the office and on the road
- Efficient approval flow

FEARS

- Employees going over budget or outside policy
- Employees choosing unsafe or inconvenient travel options
- Untimely reimbursement
- Employee productivity taking a hit due to travel



Tanya Abbott | Travel Arranger



If the traveler is happy, I'm happy.

DEMOGRAPHICS

Ages **35-55+** | ♂ 12% ♀ 88%

Travel Arranger Tanya might be a 53-year-old long-time executive assistant who plans travel for her boss and her boss's team. If Tanya could change one thing about expenses, it would be not having to handle them all when her boss hands over an envelope with two weeks' worth of receipts.

TRAVEL BEHAVIOR

- Books for others, but doesn't travel herself
- Emails itineraries and updates calendars to ensure that travelers are prepared
- Is always on call to help

ATTITUDES

- Considers herself skilled at arranging travel
- It's stressful ensuring that her choices fit everyone's preferences and needs
- Booking and filing expense reports is time-consuming

EXPENSE BEHAVIOR

- Files expense reports for teammates after they hand her piles of receipts
- Frequently expenses, several times a week
- Does not approve expenses

VALUES

- Staying in touch with travelers, knowing their location and schedule
- Being organized and informed
- Being seen as a hero rather than a pest to her travelers

REACTION TO POLICY

- Must know the travel policy rules for each traveler
- Knows how to skirt the rules when booking for an executive or VIP in the company

FEARS

- Forgetting a traveler's loyalty program number or status
- Not being able to book based on travelers' preferences
- Not being able to track her travelers' whereabouts



Carl Plackett | Cautious Planner



“Preparation is the key to reducing stress and feeling in control.”

DEMOGRAPHICS

Ages **22-54** | ♂ 60% ♀ 40%

Cautious Carl hasn't really found his footing with business travel. He rarely travels, and when he does, it is to the same location – his company's other office. Dealing with “the unknown,” including his company's changing travel policy, makes Carl feel out of control and underprepared.

TRAVEL BEHAVIOR

- Arrives >2 hours early and goes directly to the gate
- Picks the safest and least stressful flight and hotel
- Prefers to order room service or eat at the hotel restaurant, but eats out to avoid itemizing

ATTITUDES

- Considers business travel an annoyance, not a perk
- Feels uncomfortable in unfamiliar environments
- Is anxious about mistakes
- Research is key to ensure things go as planned

EXPENSE BEHAVIOR

- Files his expense report as soon as possible
- May accidentally go out of policy if flustered
- Does not approve expenses

VALUES

- Safety and familiar places
- Quick access to preferred dining and lodging chains
- Spending as little time and money as possible on travel

REACTION TO POLICY

- Doesn't know policy well, but must adhere
- Has a very strict travel budget and tries to stick to it
- May break policy or budget rules when in a panic

FEARS

- Not being able to get home quickly and safely
- Accidentally choosing a hotel in a sketchy neighborhood
- Getting in trouble with the boss for going out of policy

TOP 3 CONSIDERATIONS FOR...

Flights

- Number of stops
- Arrival time
- Price

Hotel Property

- Location
- Previous experience
- Price

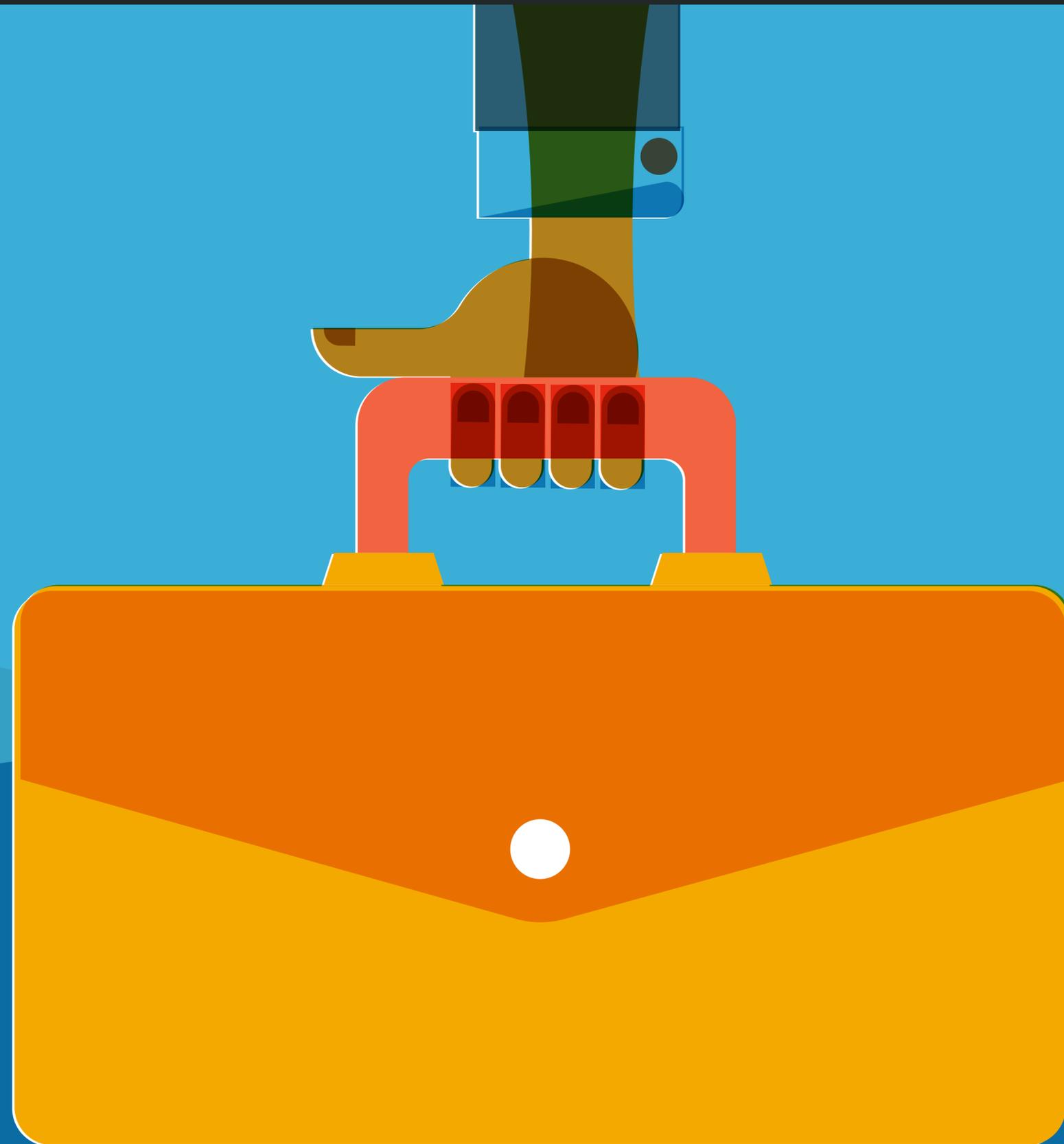
Hotel Amenities

- Non smoking
- Free wifi
- Air conditioning



Concur users expensed **\$76 BILLION**

IN 2015



Where does the money go?

TOP 4 BUSINESS TRAVEL SPEND CATEGORIES

AIRFARE
\$18.2 BILLION



HOTEL
\$14.1 BILLION



DINING & ENTERTAINMENT
\$11.8 BILLION



GROUND TRANSPORTATION
\$9.5 BILLION



Money makes the world go 'round

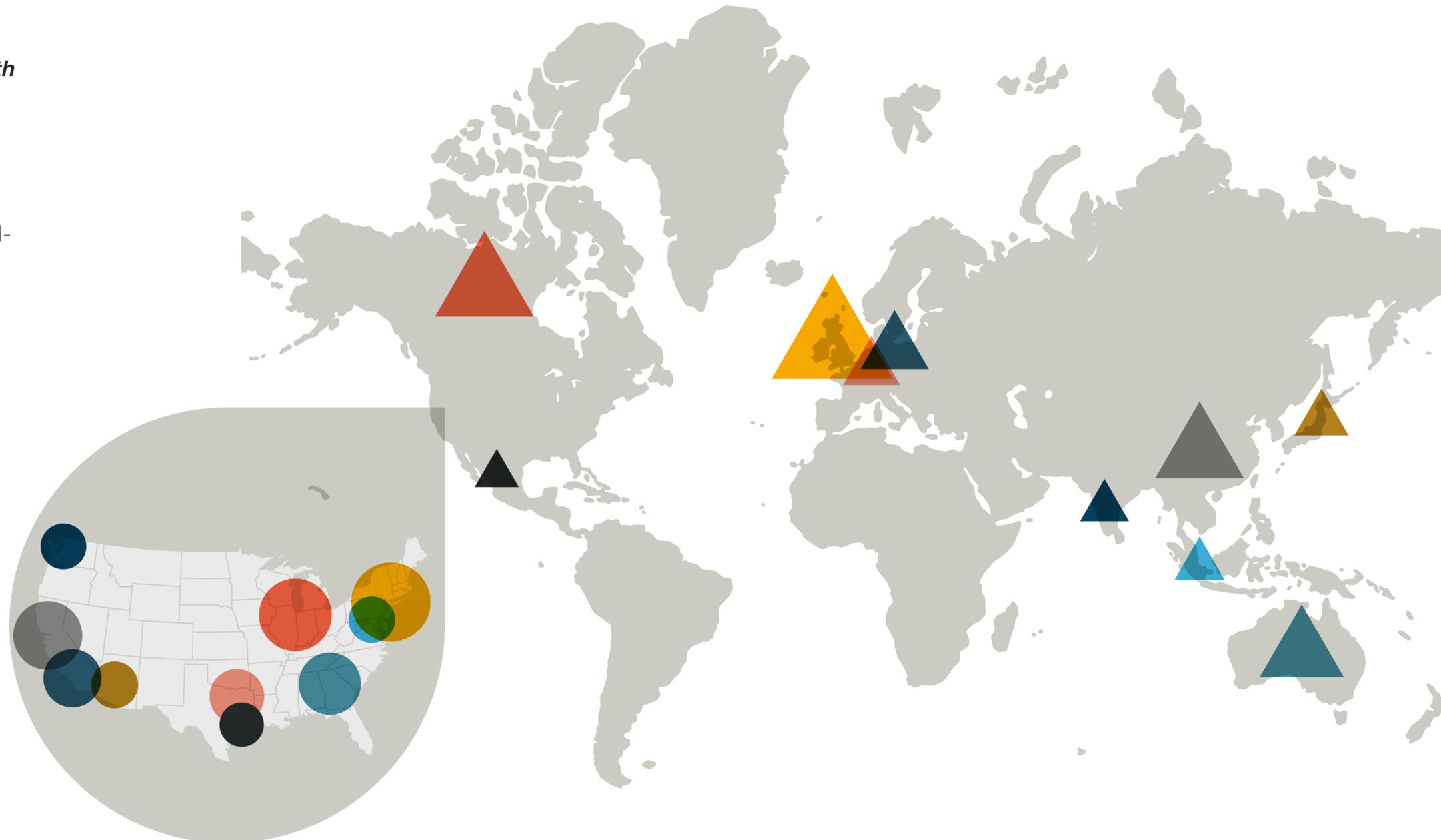
WHERE ARE THEY SPENDING THE MOST?

Top 10 US metro areas with the most total spend

- New York, NY
- Chicago, IL
- San Francisco-Oakland-San Jose, CA
- Atlanta, GA
- Los Angeles, CA
- Dallas-Ft. Worth, TX
- Phoenix, AZ
- Washington DC
- Seattle-Tacoma, WA
- Houston, TX

Top 10 countries outside the US with the most total spend

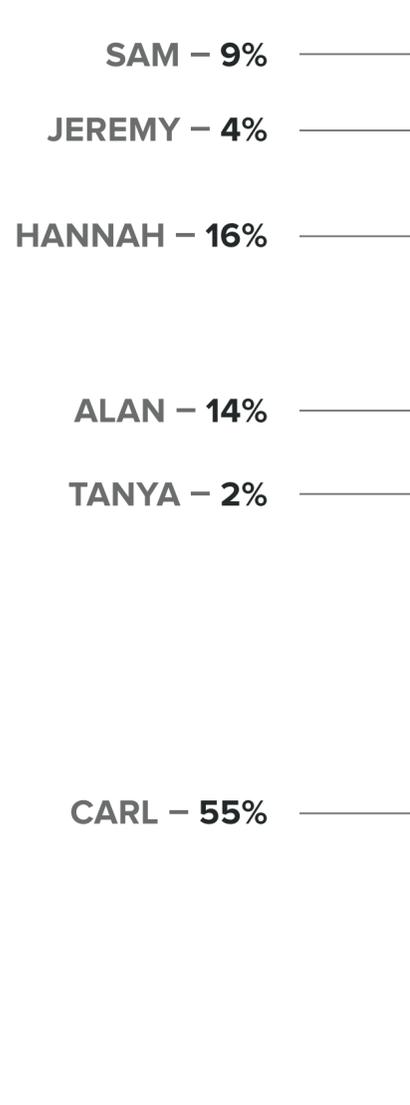
- United Kingdom
- Canada
- China
- Australia
- Germany
- France
- Japan
- Singapore
- India
- Mexico



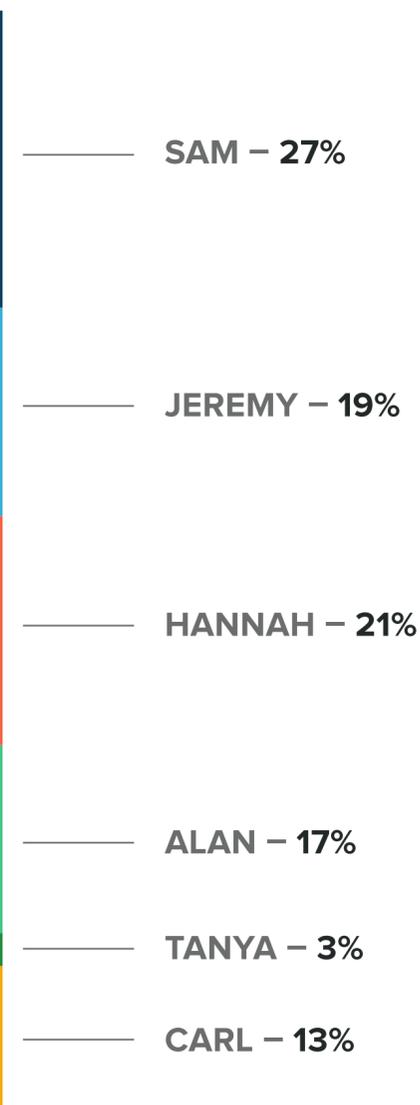
Who's spending that money?

Some personas spend more than others. For example, Sam and Jeremy represent only 13% of users, but 46% of total spend.

Percentage of user population



Percentage of total spend



2015's busiest day for expense reports?

MONDAY, NOVEMBER 30

534,669

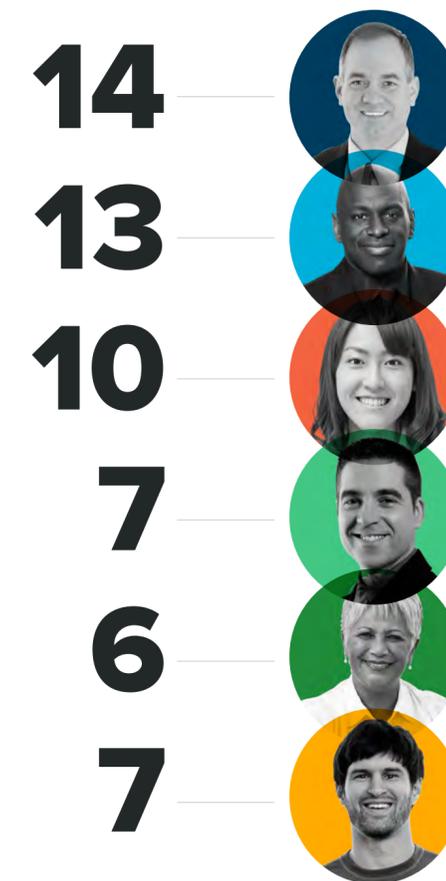
reports submitted

AHH, EXPENSE REPORTS. WE ALL DO THEM.

But what do they look like, and when are they submitted?

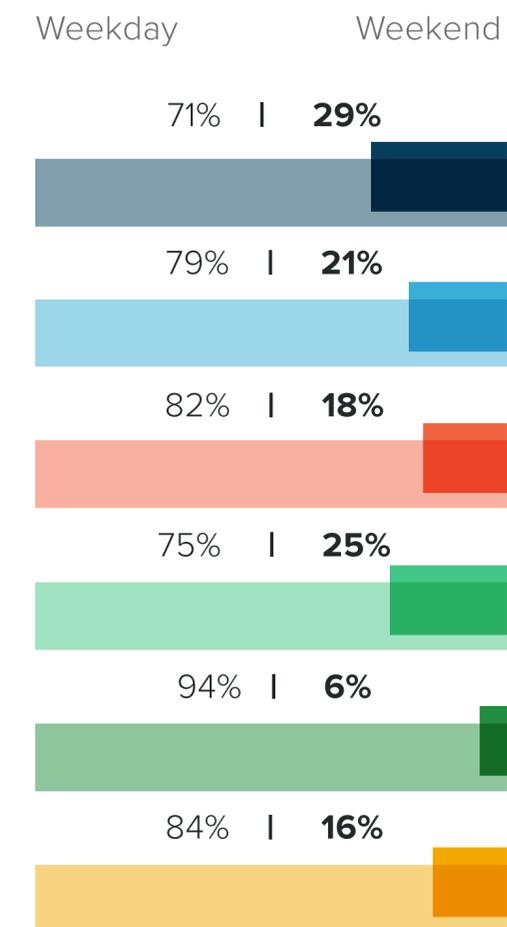
Average number of line items per expense report

Overall: 9



Percentage of expense reports submitted on weekends

Overall: 21%



Where does the time go?

A LOOK AT EXPENSE REPORT TYPES AND COMPLETION TIME

If you have 10 minutes, chances are you can finish that expense report with time to spare. No surprise though, that as that report gets more complex, you'll want to pull up your desk chair and get comfortable.

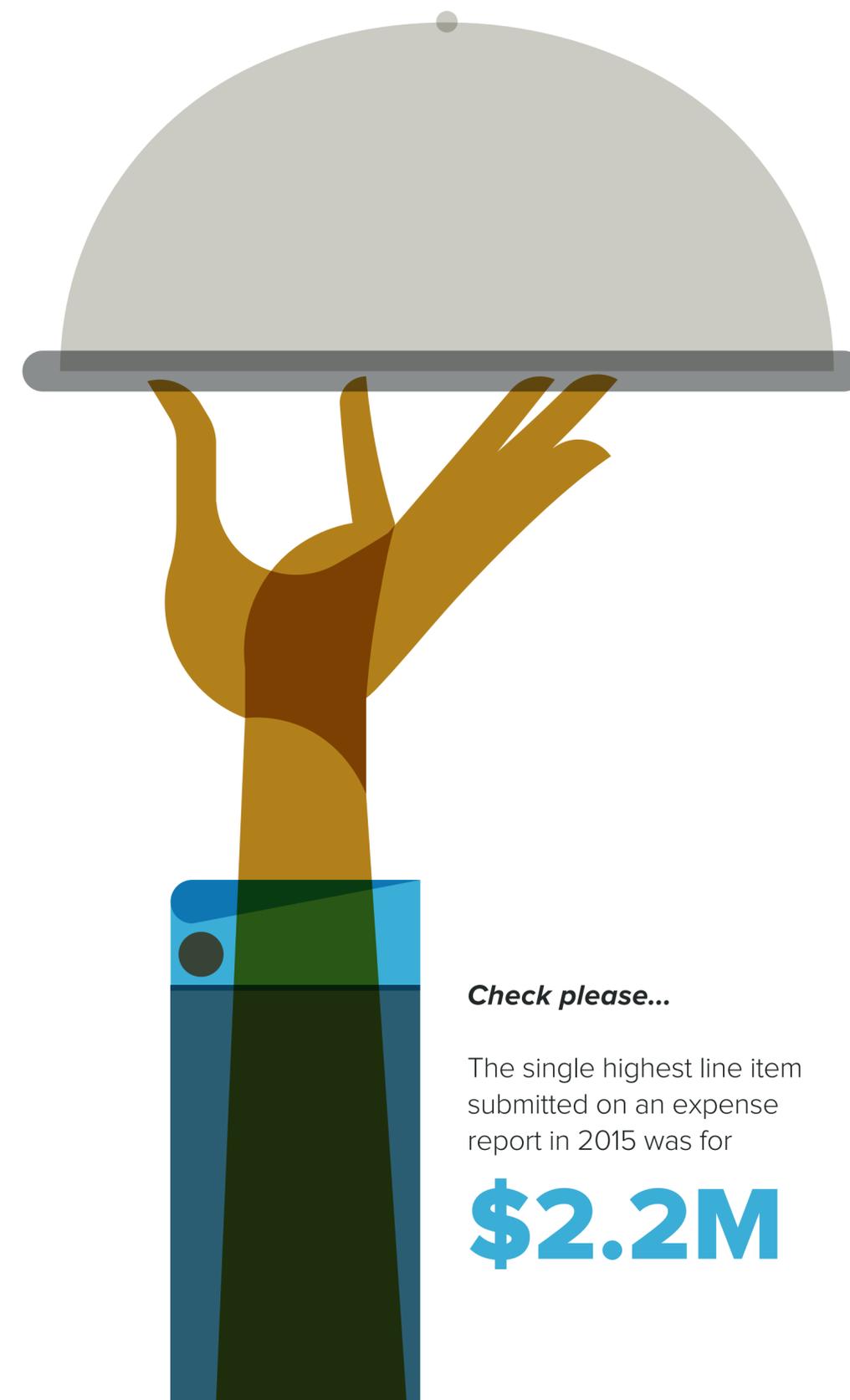
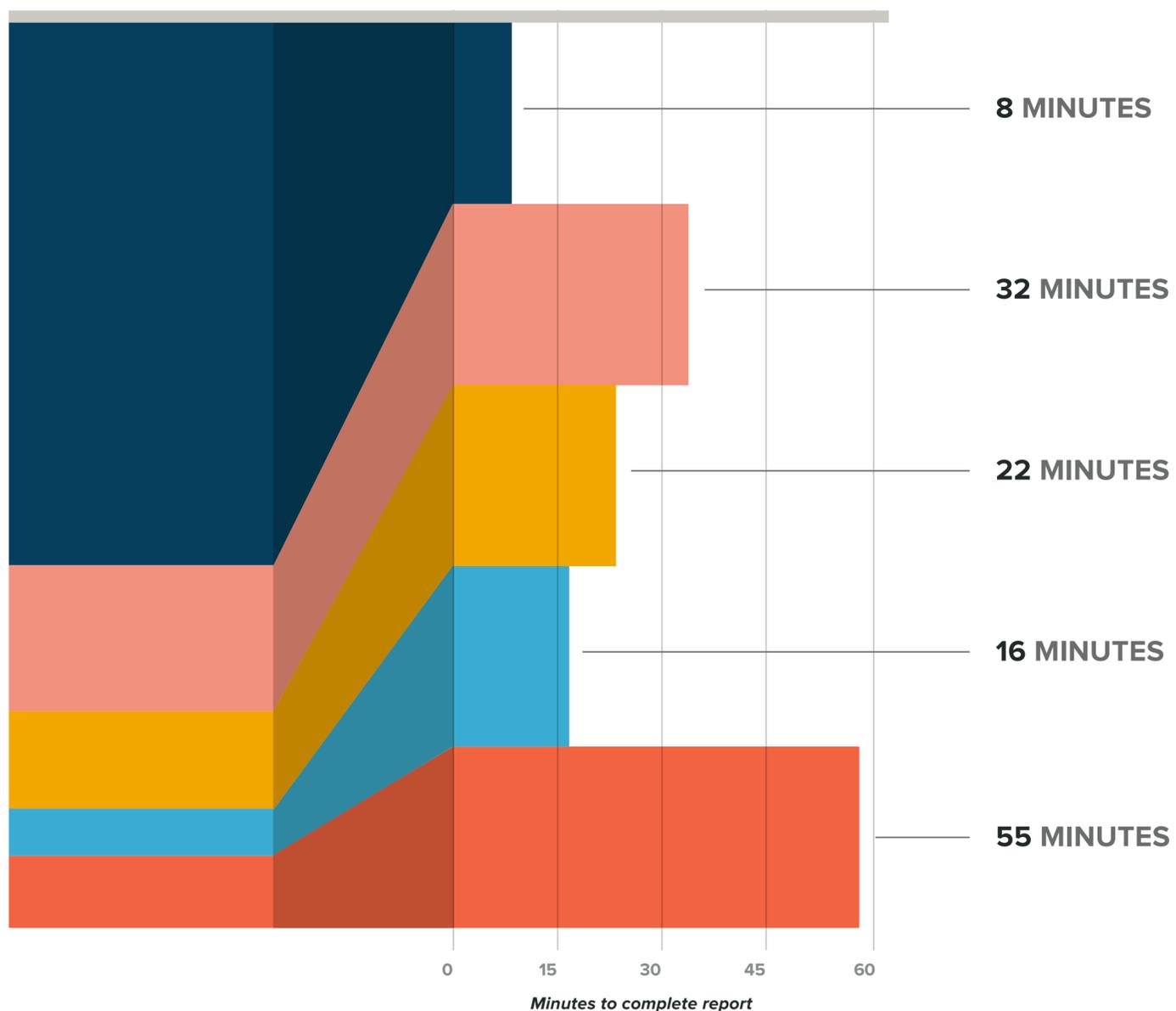
60%
are simple reports that average 5 line items

16%
of expense reports have itemizations

11%
of expense reports have meal attendees

5%
of expense reports have an expense allocation

8%
have itemizations, meal attendees, and an expense allocation



Check please...

The single highest line item submitted on an expense report in 2015 was for

\$2.2M

Concur travelers booked **46 MILLION** flights

IN 2015



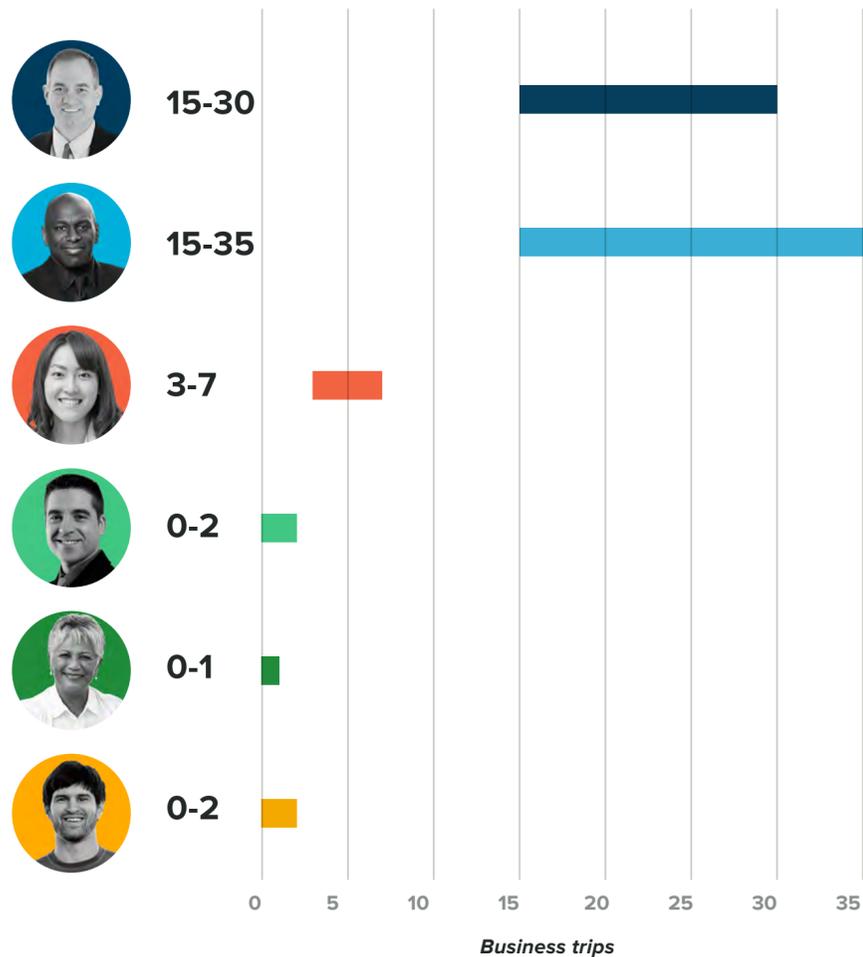
CONCUR TRAVELERS BOOKED 59 BILLION

flight miles in 2015



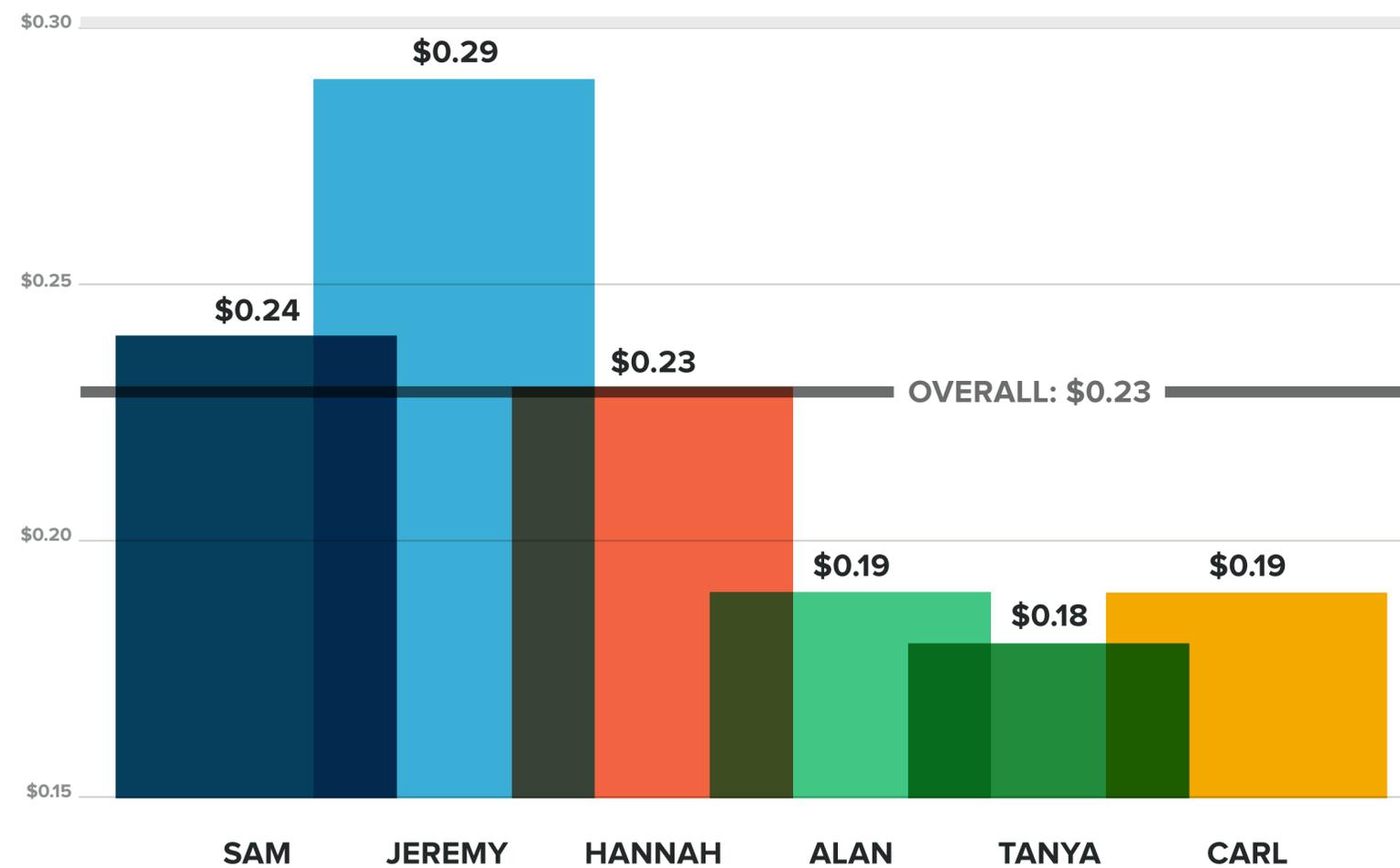
WHO'S TAKING THOSE TRIPS?

Typical number of trips per year



HOW EXPENSIVE WERE THOSE MILES?

Average cost per mile

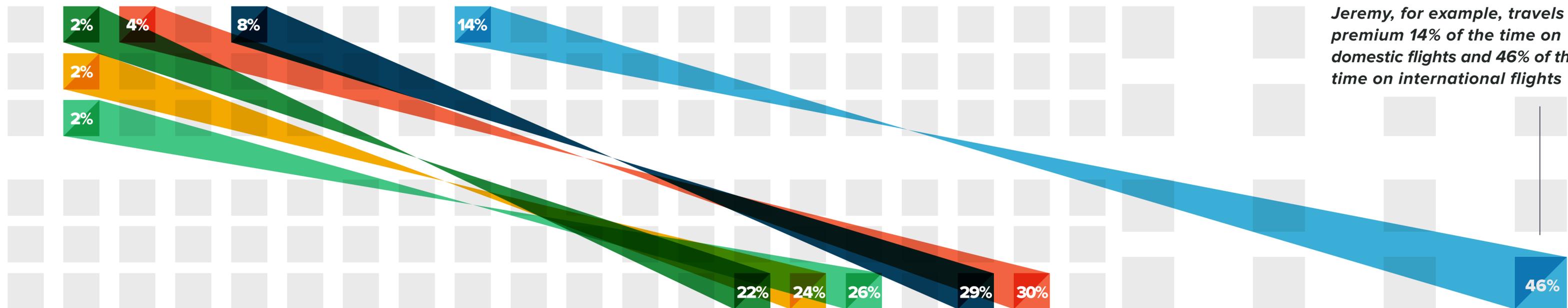


Different types of travelers have different travel needs. A blanket policy may not be the way to go, depending on the make-up of your organization.

Stretch out for the long haul

Across the board, travelers are more likely to book premium seats for international flights than for domestic flights

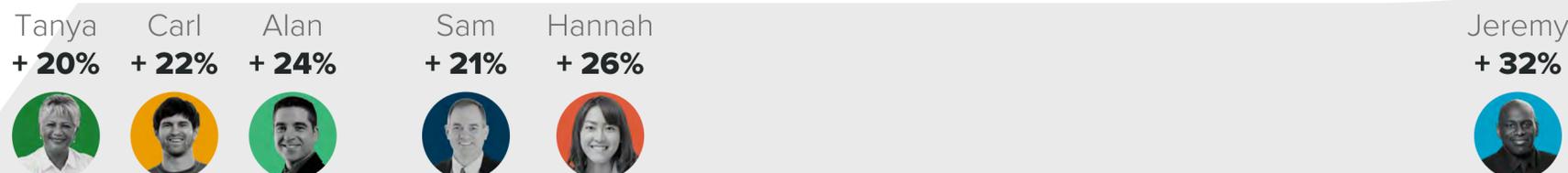
DOMESTIC*
Percentage of flights booked as premium



Jeremy, for example, travels premium 14% of the time on domestic flights and 46% of the time on international flights

INTERNATIONAL**
Percentage of flights booked as premium

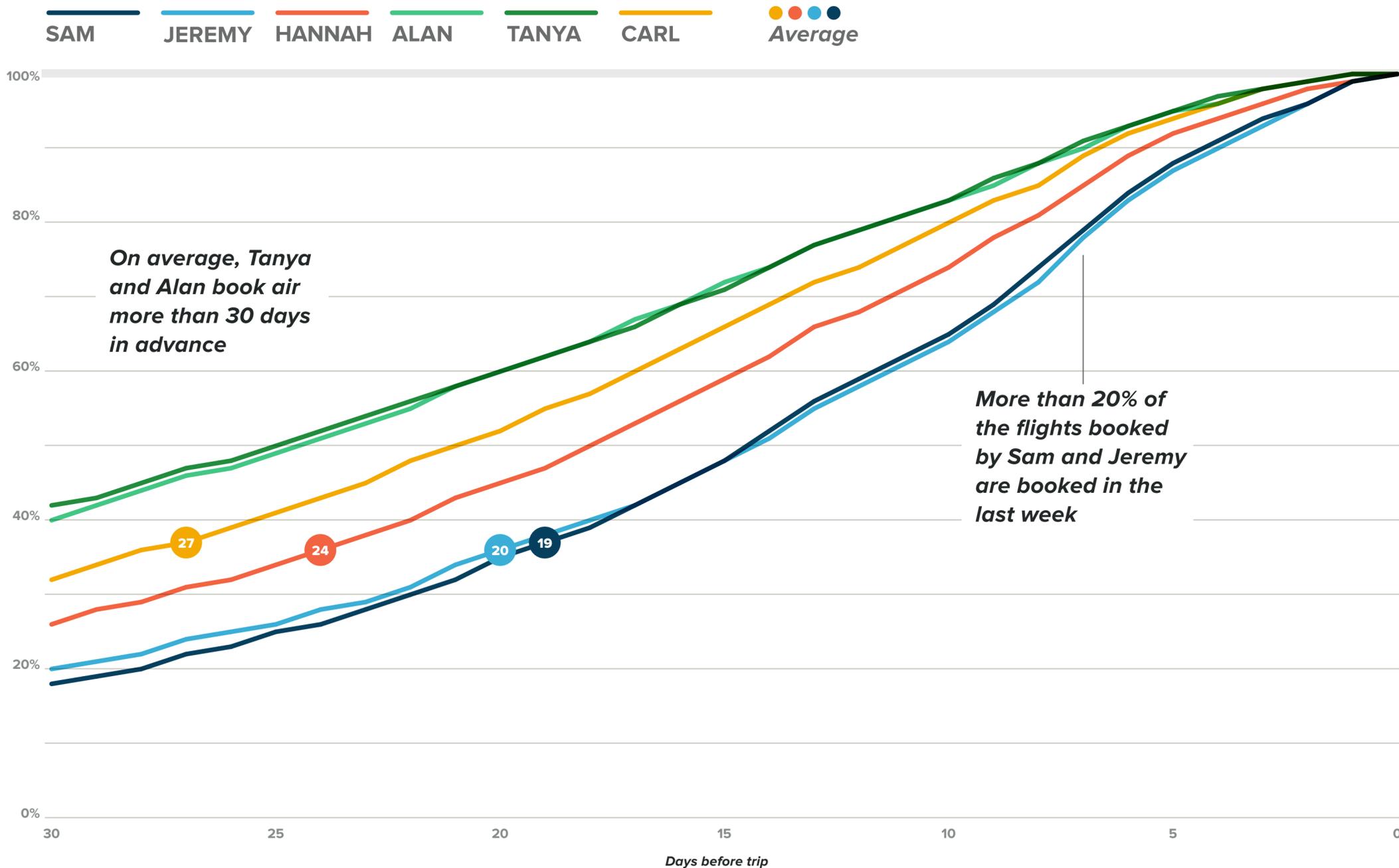
Percentage increase for booking premium on international flights



*Departure and arrival take place within the same country
**Departure and arrival take place in different countries

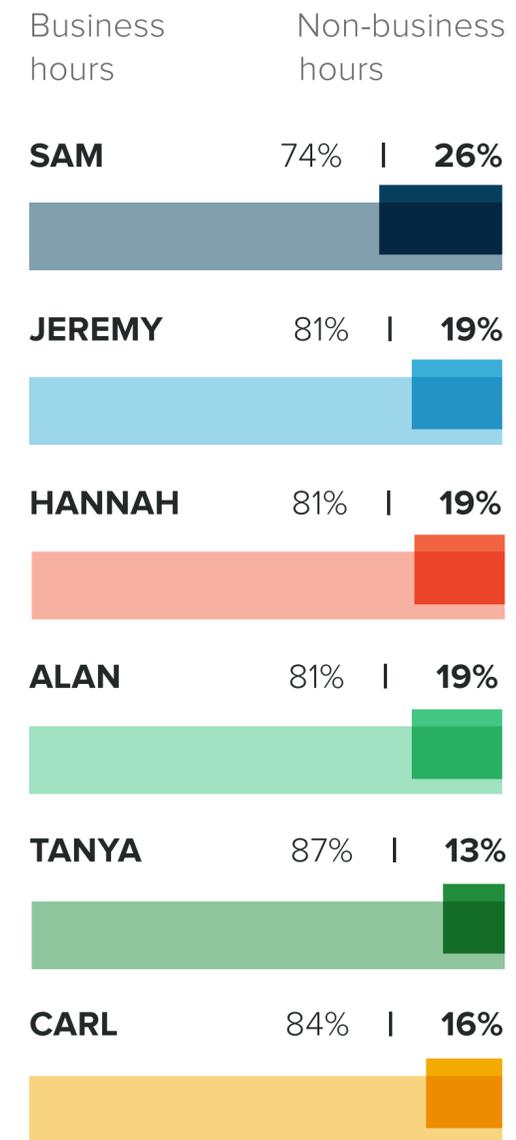
When did they book that flight?

NO MATTER WHO'S TRAVELING, AIR GETS BOOKED FIRST



WHO'S WORKING NIGHTS AND WEEKENDS?

Percentage of flights booked outside business hours
Overall: 23.1%



For all personas, when it comes to air

The top priority is NUMBER OF STOPS

Arrival time & leg room follow close behind

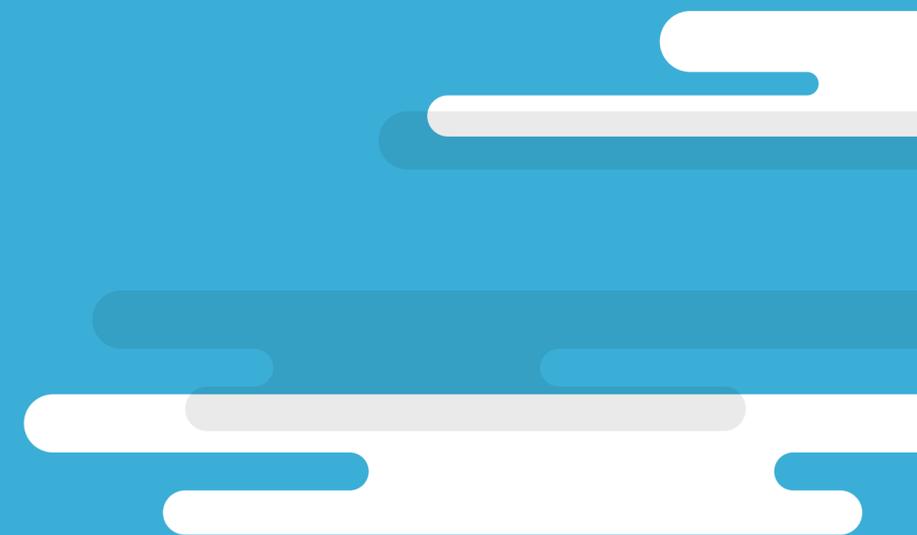
Hannah and Carl are the only travelers who list price in their top 3 priorities

In 2015, our busiest 1% of travelers boarded an average of

146 flights

Concur travelers expensed **74 MILLION** hotel nights

IN 2015



Location. Location. Location.

WHERE ARE THEY TRAVELING THE MOST?

Top 10 US travel destinations

(based on number of hotel stays)

- New York, NY
- San Francisco-Oakland-San Jose, CA
- Chicago, IL
- Los Angeles, CA
- Dallas-Ft. Worth, TX
- Washington DC
- Atlanta, GA
- Boston, MA-Manchester, NH
- Las Vegas, NV
- Philadelphia, PA



Top 10 travel destinations outside the US

(based on number of hotel stays)

- China
- United Kingdom
- Germany
- Canada
- India
- France
- Japan
- Mexico
- Australia
- Italy

Who are the big spenders?

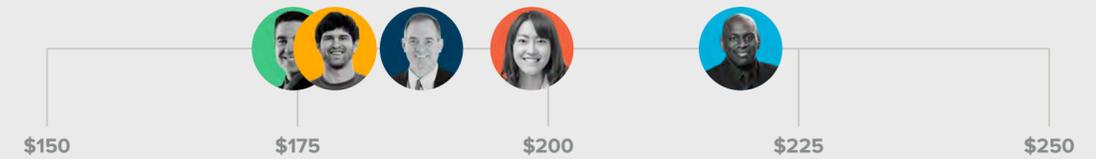
A LOOK AT AVERAGE NIGHTLY HOTEL COST IN 10 SELECT CITIES

Business travelers don't choose their rooms for the same reasons. Some prioritize location, while others prioritize amenities or loyalty programs.

AT A GLANCE Average cost per night



Travel Arranger Tanya doesn't travel much herself, but she often covers dining-related costs for events

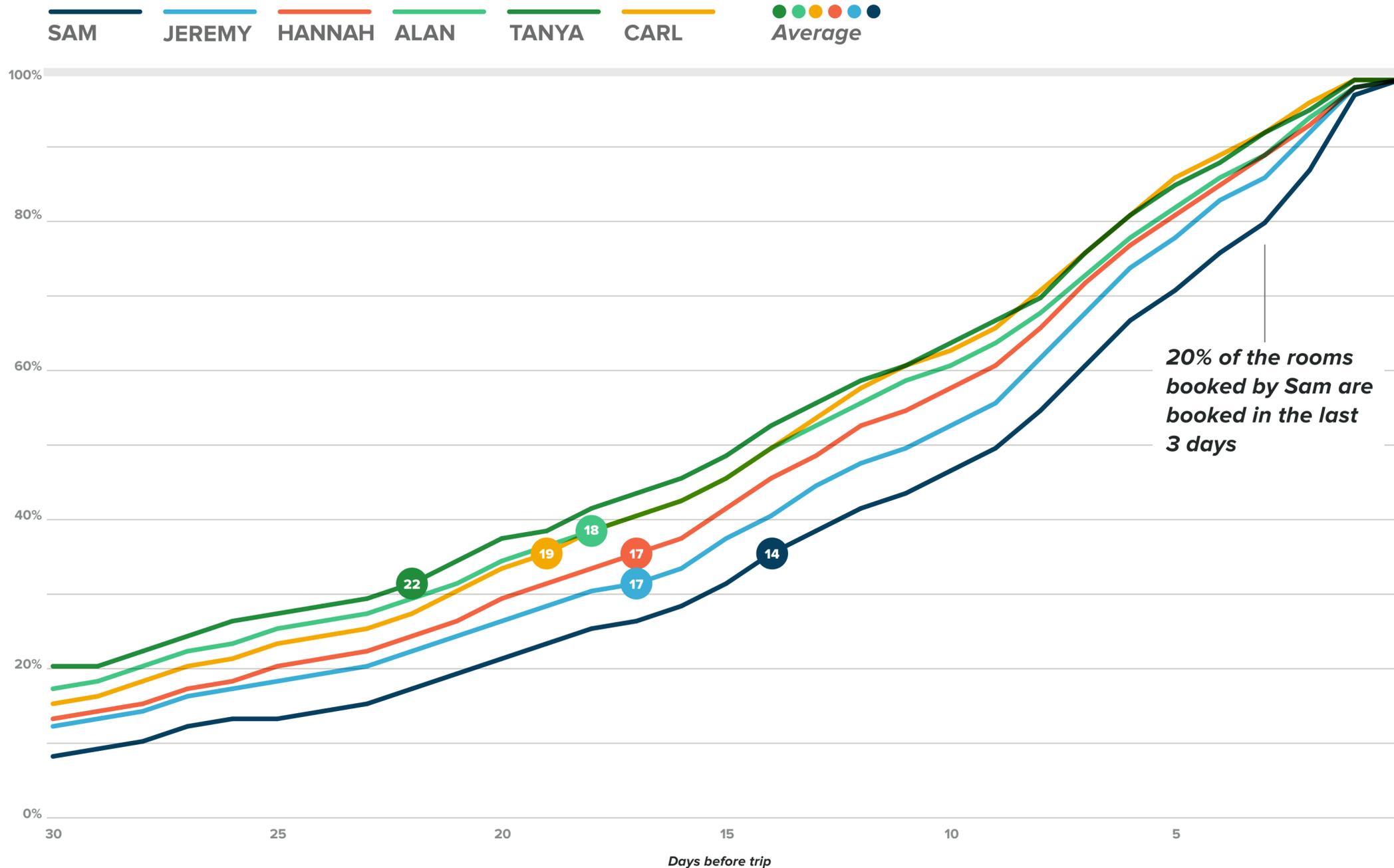


	Sam	Jeremy	Hannah	Alan	Carl
SAN FRANCISCO	\$279	\$307	\$283	\$302	\$276
NEW YORK	\$261	\$317	\$285	\$312	\$288
LONDON	\$299	\$368	\$318	\$320	\$304
FRANKFURT	\$163	\$195	\$184	\$162	\$156
TORONTO	\$200	\$226	\$211	\$198	\$190
BANGALORE	\$172	\$159	\$182	\$139	\$141
BEIJING	\$149	\$168	\$199	\$140	\$141
SYDNEY	\$248	\$278	\$252	\$257	\$276
SAO PAULO	\$203	\$205	\$208	\$160	\$162
DUBAI	\$257	\$276	\$270	\$221	\$235

● High spender ● Low spender

When did they book that hotel?

FREQUENT TRAVELERS OFTEN BOOK AT THE LAST MINUTE



20% of the rooms booked by Sam are booked in the last 3 days

WHO'S WORKING NIGHTS AND WEEKENDS?

Percentage of hotel stays booked outside business hours
Overall: 20%

	Business hours	Non-business hours
--	----------------	--------------------

SAM 77% | 23%



JEREMY 84% | 16%



HANNAH 83% | 17%



ALAN 83% | 17%



TANYA 87% | 13%



CARL 86% | 14%



For all personas, when it comes to hotel properties

THE TOP PRIORITY IS LOCATION

For all personas, when it comes to hotel amenities

free wifi & non smoking are the top priorities

In 2015 our busiest 1% of travelers stayed an average of

178 nights

in a hotel

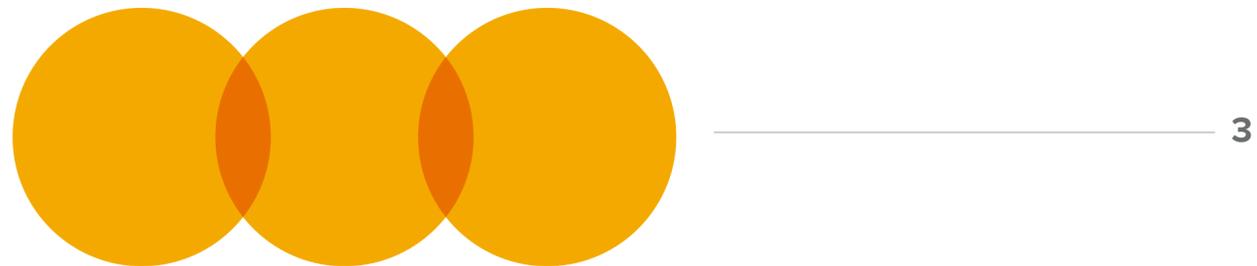
Your place or mine?

OBSERVATIONS ABOUT THE USE OF HOME SHARING FOR BUSINESS TRAVEL

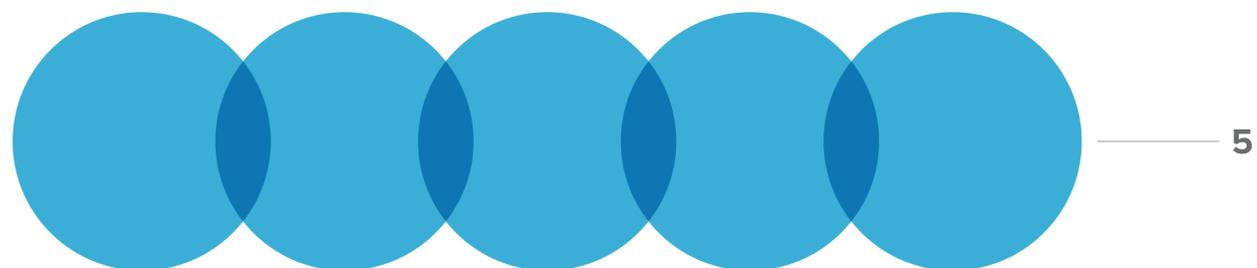
Business travelers are starting to use home-sharing services (such as AirBnB, VRBO, and HomeAway) for business travel. How is the use of home-sharing different from use of hotel?

Average nights stayed

Hotel



Home sharing



Home sharing usage



Jeremy and Hannah are most likely to use home sharing

Use of home sharing for business travel

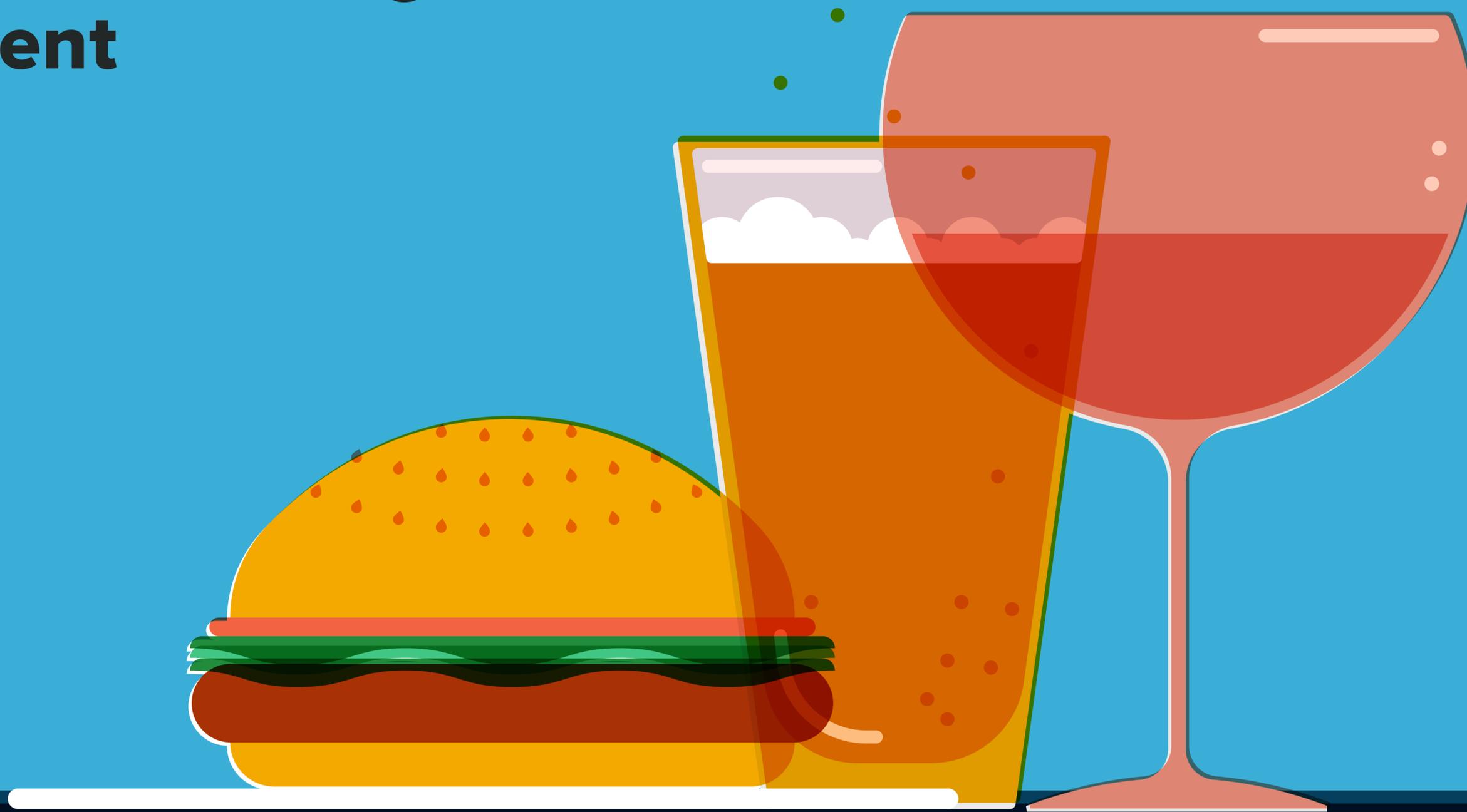
56% growth

year over year, from 2015-Q1 to 2016-Q1



Concur travelers expensed **\$11.8 BILLION** for dining & entertainment

IN 2015

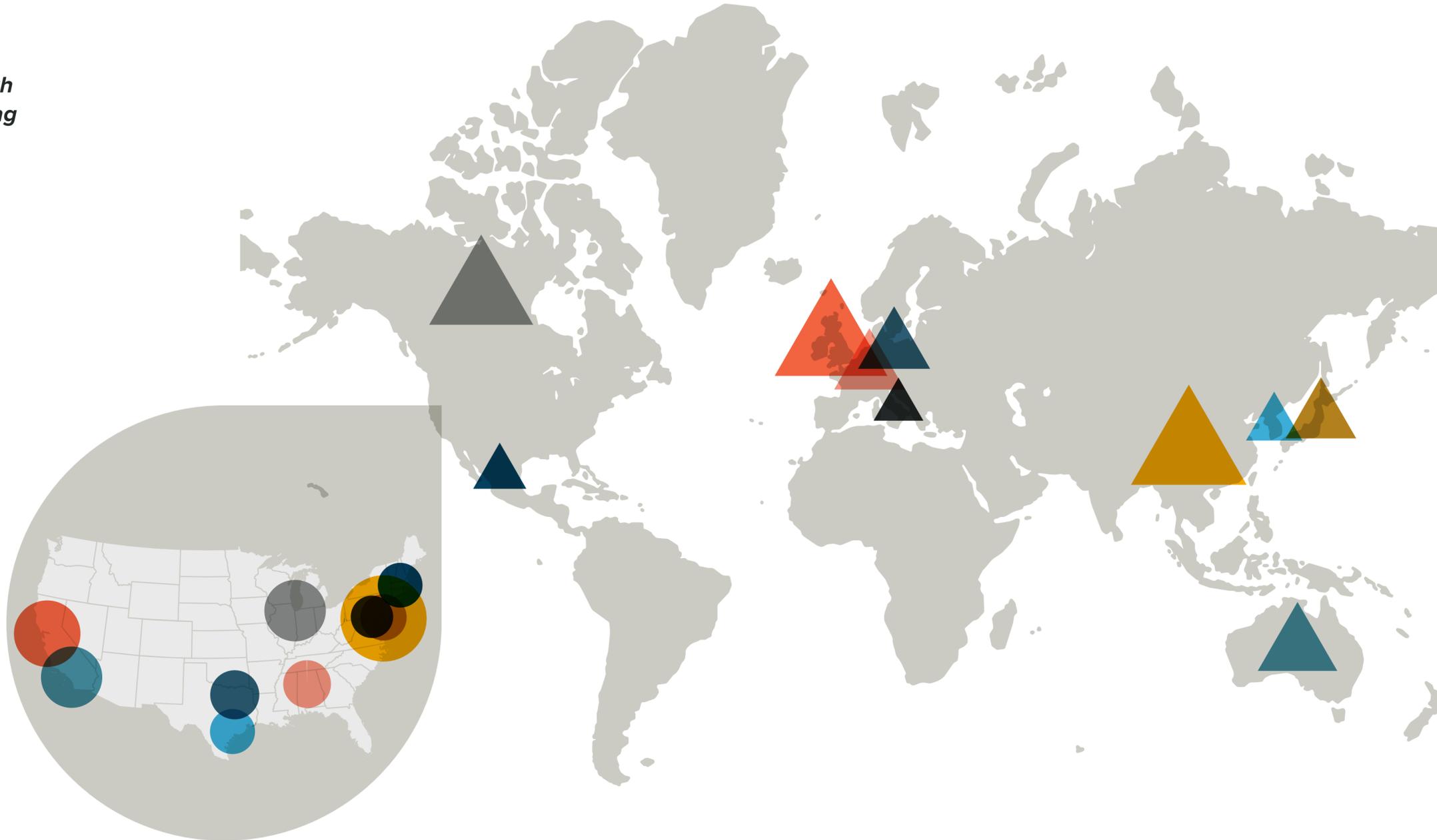


Eating on the road

WHERE ARE THEY SPENDING THE MOST ON DINING AND ENTERTAINMENT?

Top 10 US metro areas with the highest spend on dining & entertainment

- New York, NY
- San Francisco-Oakland-San Jose, CA
- Chicago, IL
- Los Angeles, CA
- Dallas-Ft. Worth, TX
- Atlanta, GA
- Philadelphia, PA
- Houston, TX
- Boston, MA-Manchester, NH
- Washington, DC



Top 10 countries outside the US with the highest spend on dining & entertainment

- ▲ China
- ▲ United Kingdom
- ▲ Canada
- ▲ Australia
- ▲ Germany
- ▲ France
- ▲ Japan
- ▲ South Korea
- ▲ Mexico
- ▲ Italy

Who are the big spenders?

A LOOK AT AVERAGE MEAL COST IN 10 SELECT CITIES

How much you spend on breakfast, lunch, and dinner depends on who you are and where in the world you are dining

AT A GLANCE Average spend per meal



Travel Arranger Tanya doesn't travel much herself, but she often covers dining-related costs for events



\$40



\$45



\$50



\$55



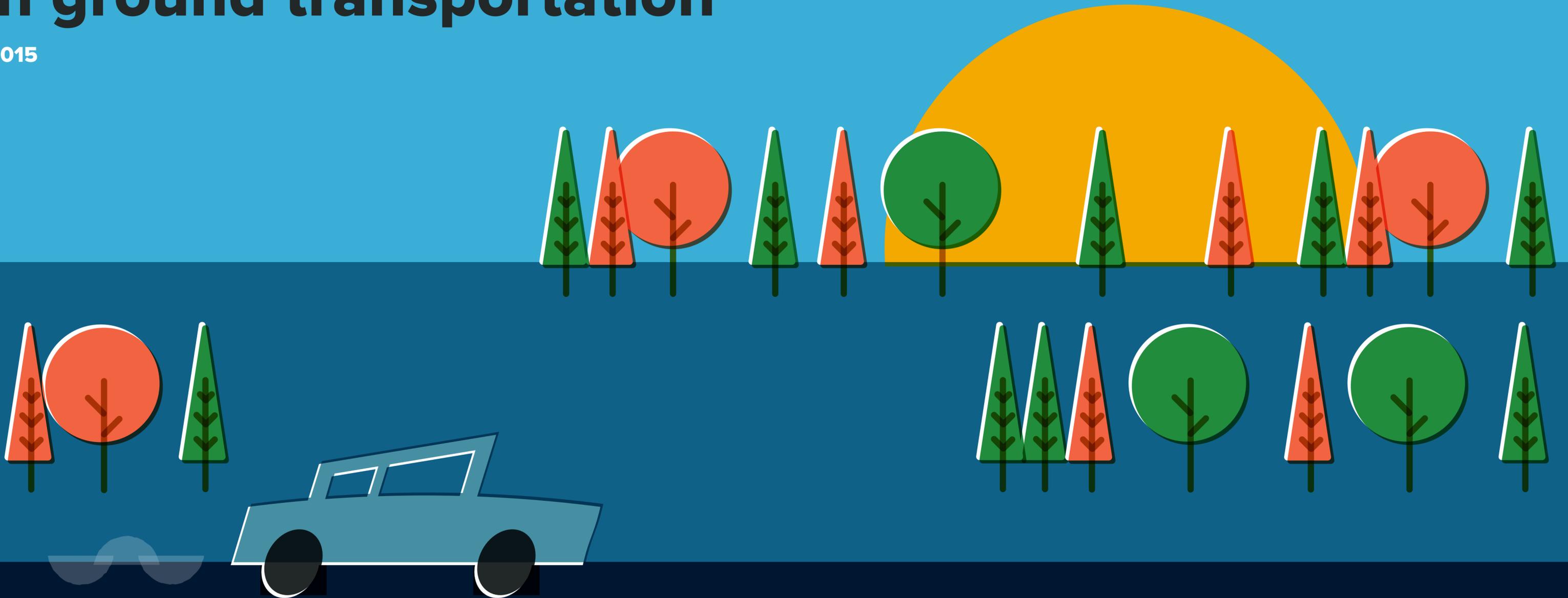
\$60

	Sam			Jeremy			Hannah			Alan			Carl		
SAN FRANCISCO	\$14	\$24	\$44	\$16	\$26	\$63	\$15	\$31	\$43	\$19	\$54	\$68	\$15	\$31	\$41
NEW YORK	\$13	\$25	\$56	\$18	\$38	\$85	\$16	\$39	\$62	\$19	\$46	\$70	\$15	\$40	\$52
LONDON	\$14	\$20	\$46	\$18	\$30	\$71	\$15	\$23	\$47	\$14	\$25	\$55	\$13	\$19	\$40
FRANKFURT	\$12	\$15	\$35	\$14	\$19	\$44	\$15	\$15	\$35	\$14	\$17	\$37	\$13	\$16	\$29
TORONTO	\$12	\$19	\$38	\$13	\$20	\$55	\$11	\$19	\$41	\$14	\$34	\$61	\$12	\$24	\$33
BANGALORE	\$7	\$9	\$28	\$7	\$14	\$31	\$9	\$13	\$31	\$6	\$15	\$21	\$6	\$16	\$23
BEIJING	\$11	\$19	\$34	\$16	\$26	\$43	\$15	\$22	\$36	\$13	\$24	\$32	\$11	\$19	\$26
SYDNEY	\$14	\$18	\$45	\$17	\$27	\$52	\$17	\$19	\$37	\$21	\$21	\$49	\$22	\$22	\$36
SAO PAULO	\$11	\$21	\$37	\$13	\$21	\$40	\$15	\$23	\$38	\$9	\$15	\$21	\$9	\$15	\$20
DUBAI	\$22	\$35	\$57	\$21	\$28	\$65	\$19	\$22	\$49	\$18	\$28	\$58	\$16	\$25	\$49
	AM	Lunch	PM	AM	Lunch	PM	AM	Lunch	PM	AM	Lunch	PM	AM	Lunch	PM

● High spender ● Low spender

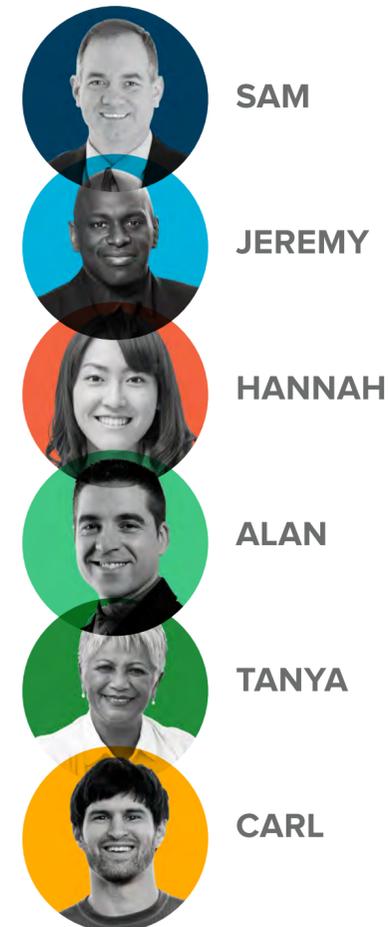
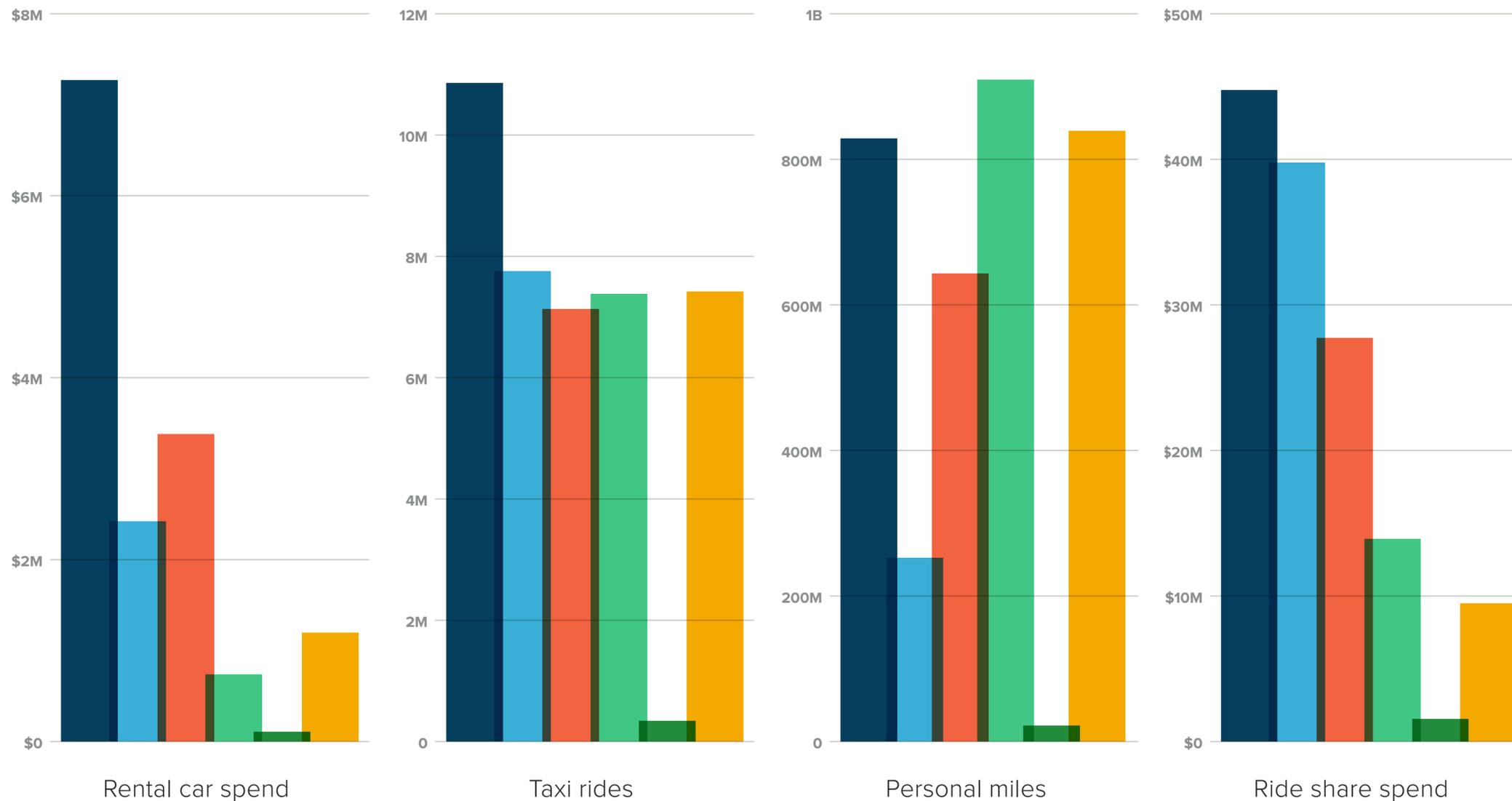
Concur travelers expensed **\$9.5 BILLION** on ground transportation

IN 2015



Wheelin' and dealin'

A COMPARISON OF GROUND TRANSPORTATION USAGE BY PERSONA



Most expensive 2015 car rental expensed

\$31,082

in Tulsa, OK

4 billion

personal miles reimbursed through Concur

Most expensive 2015 ride sharing transaction

\$27,244

in New York, NY



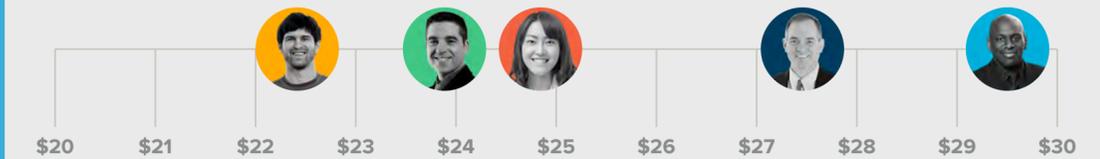
Who are the big spenders?

A LOOK AT AVERAGE RIDE SHARE COST IN 10 SELECT CITIES

How you like to ride, and how far you're going – along with where in the world you are – drive the cost of your ride share transaction

AT A GLANCE

Average cost per ride share transaction



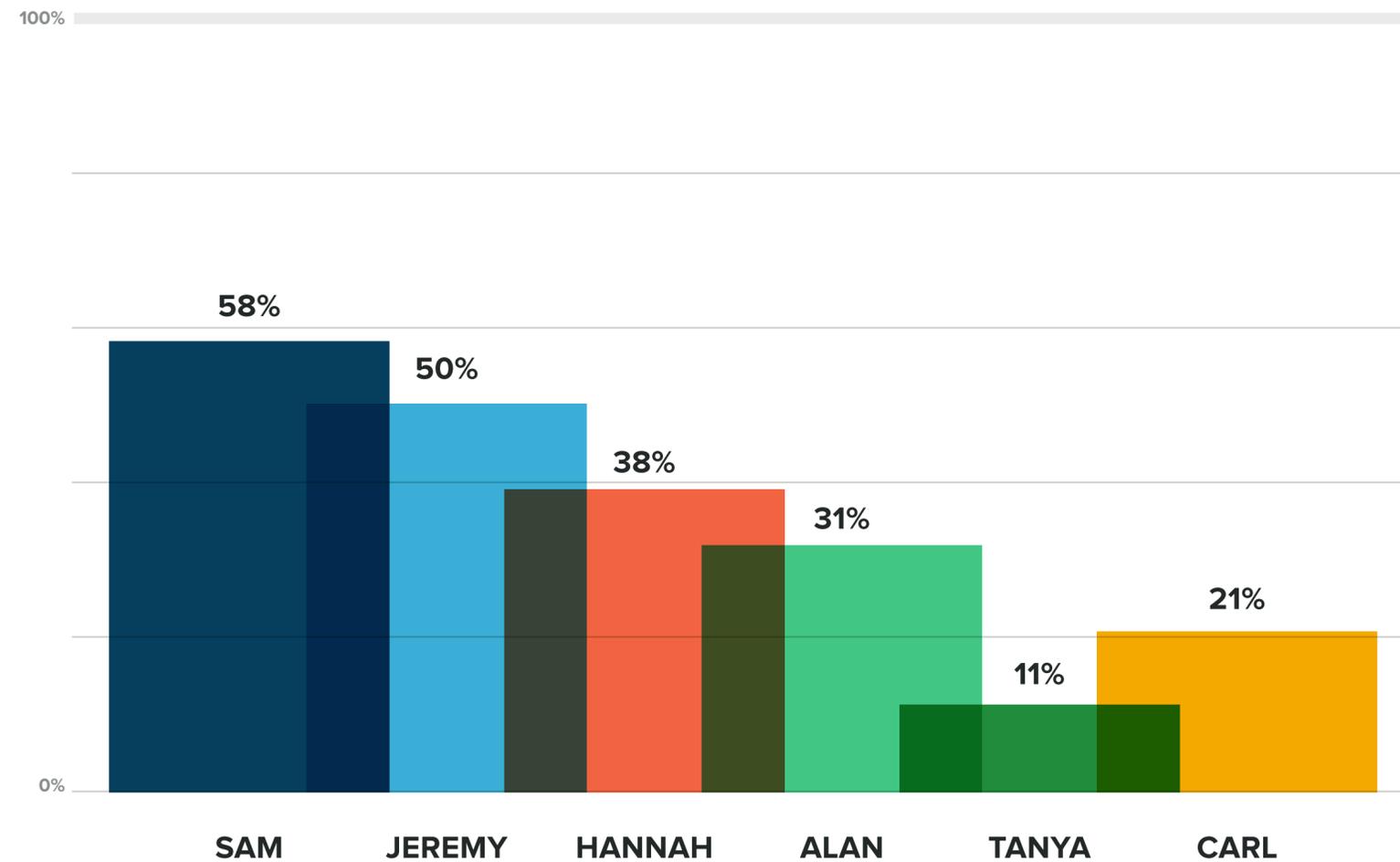
	Sam	Jeremy	Hannah	Alan	Carl
SAN FRANCISCO	\$28	\$31	\$25	\$25	\$23
NEW YORK	\$38	\$40	\$32	\$30	\$29
LONDON	\$32	\$32	\$28	\$27	\$26
FRANKFURT	\$20	\$14	\$13	\$28	\$23
TORONTO	22	\$27	\$18	\$14	\$17
BANGALORE	\$6	\$8	\$7	\$6	\$7
BEIJING	\$10	\$7	\$6	\$6	\$6
SYDNEY	\$32	\$30	\$31	\$29	\$31
SAO PAULO	\$12	\$11	\$12	\$12	\$11
DUBAI	\$19	\$21	\$20	\$25	\$19

● High spender ● Low spender

Business travelers are adopting mobile

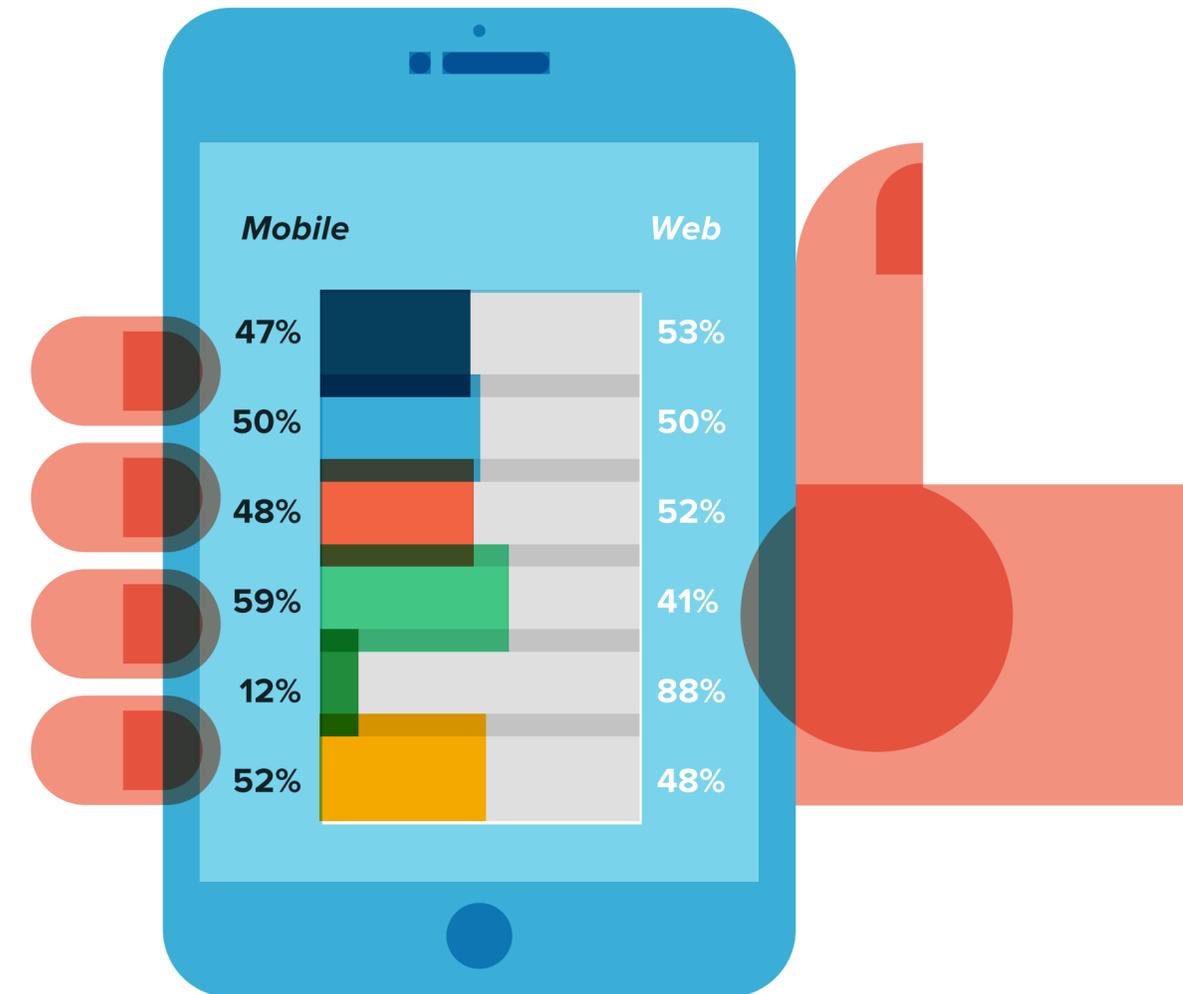
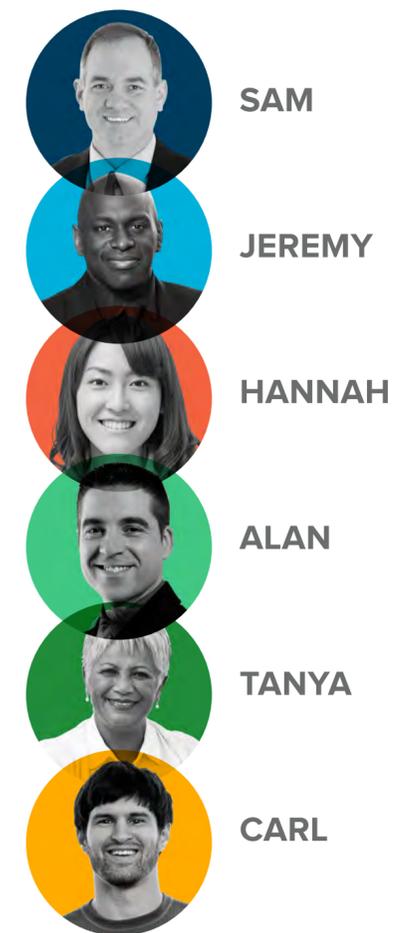
– BUT IT’S NOT REPLACING THE WEB

Mobile adoption rate by persona



In our on-the-go economy, mobile access is no longer just nice to have – it’s a necessity. Booking travel via mobile may still be small compared to booking on the web, but it’s growing – especially among frequent travelers and expense report filers.

Mobile sessions vs. web sessions

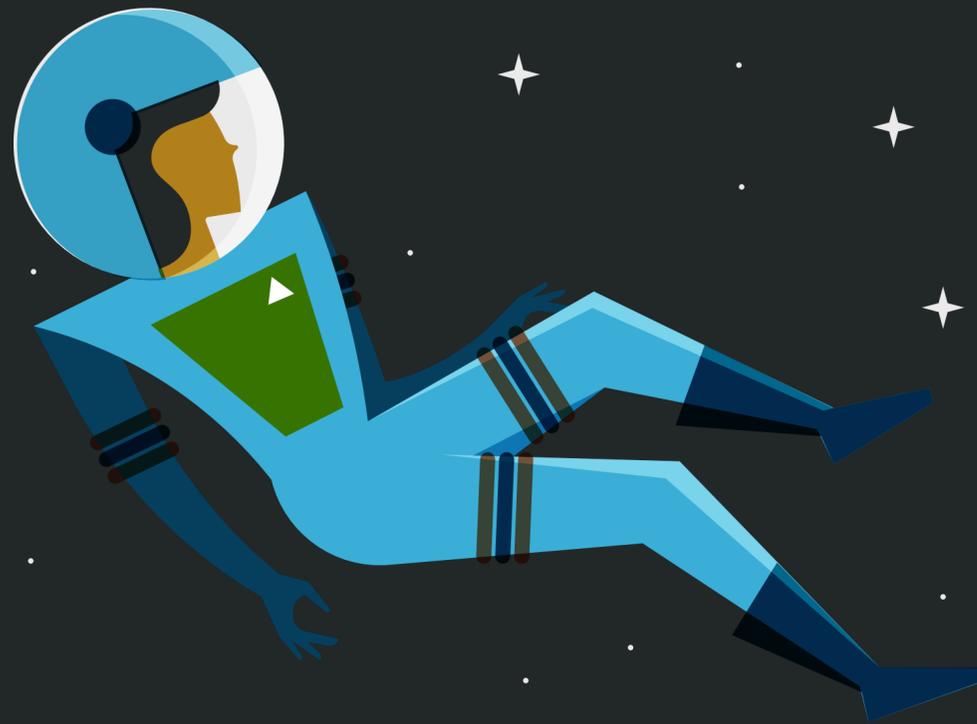


CONCUR BY THE NUMBERS

EVEN ASTRONAUTS NEED TO SUBMIT EXPENSES

Several Concur sessions have originated from the International

SPACE STATION



Total number of customers

33,600+

Total number of end users

~40M

How much travel and spend is being processed by Concur in 2015?

Total spend processed

\$76B

Total number of expense reports processed

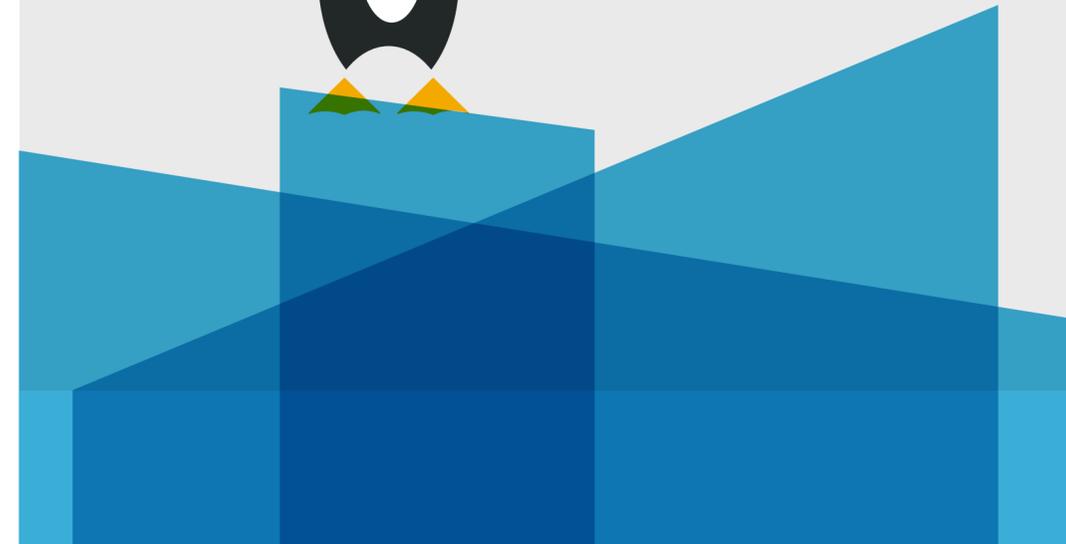
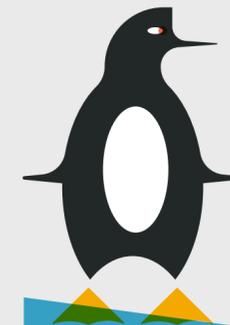
86M

Total number of air trips booked

23M

Total number of hotel nights processed (booked and/or expensed)

74M



In 2015, Concur saw 10 sessions from

ANTARCTICA

On a busy day, ...

- Concur services can see more than **160,000** trips booked
- More than **39,000** expense reports submitted via the Concur app (mobile)
- More than **357,000** expense reports processed
- More than **580,000** expense receipts uploaded via the Concur app (mobile)
- Close to **1 MILLION** logins

In 2015, more Concur sessions originated in

New York City

than anywhere else



METHODOLOGY

Aggregated data

All data comes from Concur spend and itinerary transactions for 2015. All data used to compile this report is anonymous and aggregated, so that no specific company or personal identifiable information is ever used or analyzed.

Currency conversion

All non-US dollar transactions were converted to USD using the OANDA exchange rate on the date of the transaction. When presenting year-over-year comparisons of spending outside the US, average annual OANDA exchange rates were applied to present average values in local currency.

Personas

Personas are the result of insights gained through focus groups, usability studies, site visits, third-party research, and Concur's transactional database. For each persona, we identified key transaction data that allow each Concur user to be associated with a persona. Primary dimensions used to segment users are travel and expense frequency.

Each persona is personified by a specific "character," but represents a synthesis of many people. Personas evolve as user behavior, industry trends, and understanding of users evolve. As a result, future reporting on personas may vary as the core attitudes of each persona remains constant.

Report disclaimer

This report has been prepared in good faith on the basis of information available at the date of publication, without independent verification. Concur does not guarantee or warrant the accuracy, reliability, or completeness of the information in this publication. Readers are responsible for assessing the relevance and accuracy of the content of this publication. Concur will not be liable for any loss, damage, cost, or expense incurred or arising by reason of any person using or relying on information in this publication.

CREDITS

This report was produced by Concur's Product Communications and UX Analytics teams, with support from the Marketing team and our partners at Intentional Futures.

Thank you for your work in bringing this report to publication:

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