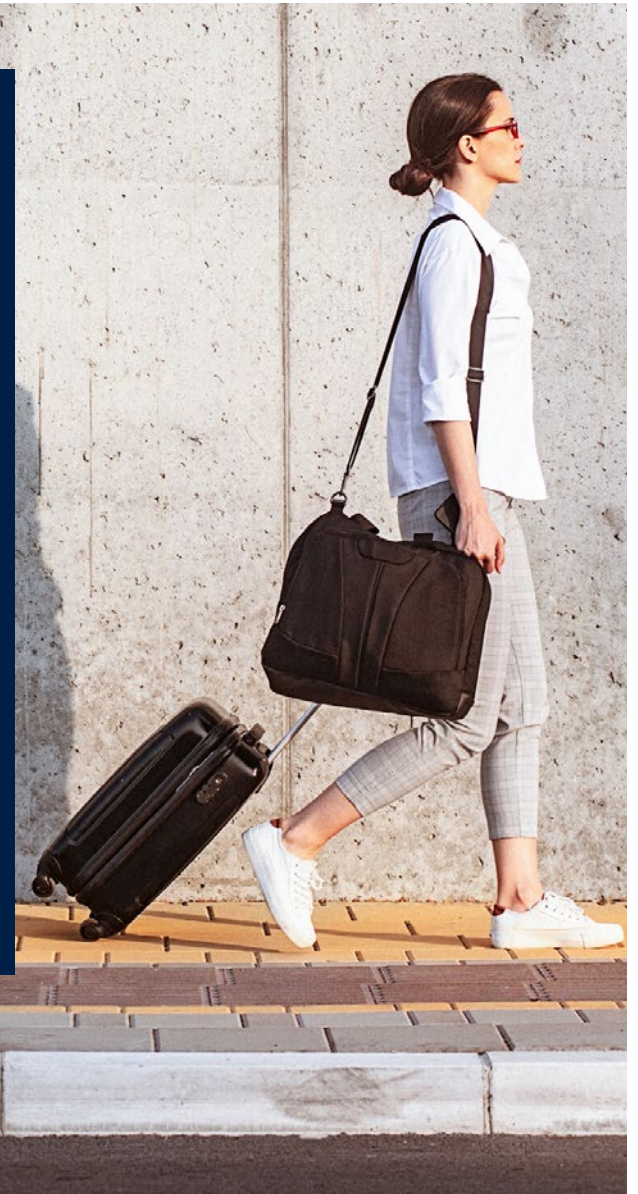


THREE WAYS TO SAVE BIG ON YOUR COMPANY'S BUSINESS TRAVELS

How a holistic travel management solution
can save your company time and money¹



INTRODUCTION



The COVID-19 pandemic has led to a significant change in the way business travel is handled. For many companies, the rapid changes needed to adapt to the home office have led to a decline in spend transparency.

Now that pandemic-related travel restrictions have been lifted in most parts of the world, the focus is shifting back to business travel in order to intensify face-to-face contact with clients.¹ The problem now is a patchwork of systems and processes concerning business travel.

In short, the pandemic has increased the challenges for companies in monitoring and managing their employees'

expense. A unifying solution is needed, the requirements of which are easy to define:

- It must help companies save costs
- Ensure the safety of travelers
- Increase the productivity of employees
- Provide support in the management of business travel

In this paper, we discuss **BusinessToGo**, a state-of-the-art solution by Lufthansa Group in cooperation with Navan² that addresses all of these issues.

¹ The 2023 GBTA CWT Global Business Travel Forecast.

² Please note: As of 7 February 2023, TripActions operates under the name Navan.

WHAT IS WRONG WITH THE STATUS QUO OF TRAVEL MANAGEMENT? **EVERYTHING.**

The need for a Travel Management Company (TMC) that offers a comprehensive solution is becoming increasingly evident as companies struggle to manage their travel and expense (T&E) using a patchwork of various systems. Often they cannot address issues such as off-platform bookings, potential savings, and unenforced company policies, leading to further complexity, frustration, and inefficiently used working time. It is no surprise that 80% of businesses report that it is important for all booking channels to be integrated, with 41% stating that it is extremely important. In fact, 92% of companies have already adopted OBTS (Online Booking Tools) in an effort to streamline their travel booking processes and drive efficiency, cost-savings, and improved user experience.³

³ ACTE/American Express Global, Booking Tools and Technologies, 2019.



This is especially true for companies that utilize corporate bonus programs like the Lufthansa Group's PartnerPlusBenefit, as these must also be integrated in order to access award points and discounted travel options. By consolidating all bookings onto a single platform, companies can more easily enforce their travel policies, take advantage of cost-saving opportunities, and make use of the (often quite considerable) number of bonus points.

THREE MEASURES TO MAKE TRAVEL MANAGEMENT MORE EFFICIENT



The need for a unified travel management solution is therefore obvious. This is where **BusinessToGo** comes into play. The holistic, 360-degree business travel solution of Lufthansa Group airlines and Navan offers direct access to flight, hotel, rail, and rental car offers as well as a fast and personalized booking process that uses state-of-the-art technology and provides access to all attractive NDC offers.

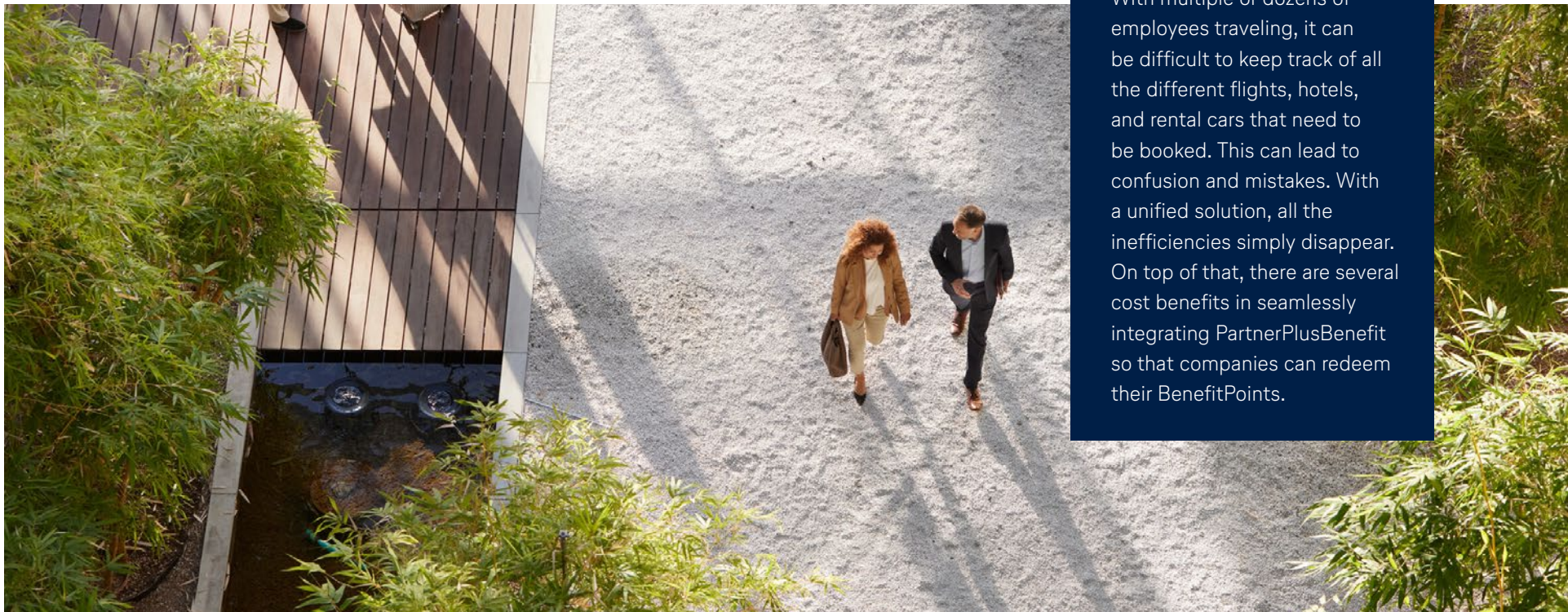
45
minutes



The time employees save per trip booking using **BusinessToGo**

1. Coordination

LET THE MACHINE DO THE HARD WORK



With multiple or dozens of employees traveling, it can be difficult to keep track of all the different flights, hotels, and rental cars that need to be booked. This can lead to confusion and mistakes. With a unified solution, all the inefficiencies simply disappear. On top of that, there are several cost benefits in seamlessly integrating PartnerPlusBenefit so that companies can redeem their BenefitPoints.

2. Standardization

LET'S SIMPLIFY THE PROCESS



Without clear policies and procedures in place, employees might book their trips in a way that is not consistent with the company's goals, budgets, or security standards. This can lead to higher costs and potential exposure of vulnerable data.

Despite the obvious advantages of a unified travel management solution, companies are often hesitant to implement it, the main reason being that they are concerned about the supposedly complex onboarding and thus time-consuming training of employees. In other words, they stick with the existing process, however much of a patchwork it may be, because the transition period could lead to even more work.⁴

⁴ Skift and TripActions, The State of Corporate Travel and Expense, 2023.

Again, BusinessToGo offers an answer. It is specifically designed to be easy to use and provide clear guidance throughout the entire travel process for all team members, including both the travel agent and the employee.

3. Automation

GAIN MORE EFFICIENCY THROUGH AUTOMATED BOOKING PROCESSES

A study by Forrester Consulting on the efficiency of Navan (at the time called TripActions) shows that an automated solution can increase the operational efficiency of a company with 2,000 business trips a year worth about €165,000, saving 45 minutes per trip booking and travel plan change for employees, and saving eight hours per week for the travel manager.

Time per booking reduced by **3 times**, and even more with CSAT score above

90



Source: Forrester Consulting, The Total Economic Impact Of TripActions, April 2022.

3. Automation

COMPREHENSIVE REPORTING & SUSTAINABILITY

BusinessToGo provides a variety of advanced reporting options, for example a financial overview but also a sustainability overview (carbon footprint). This helps you identify trends and opportunities for further cost savings.

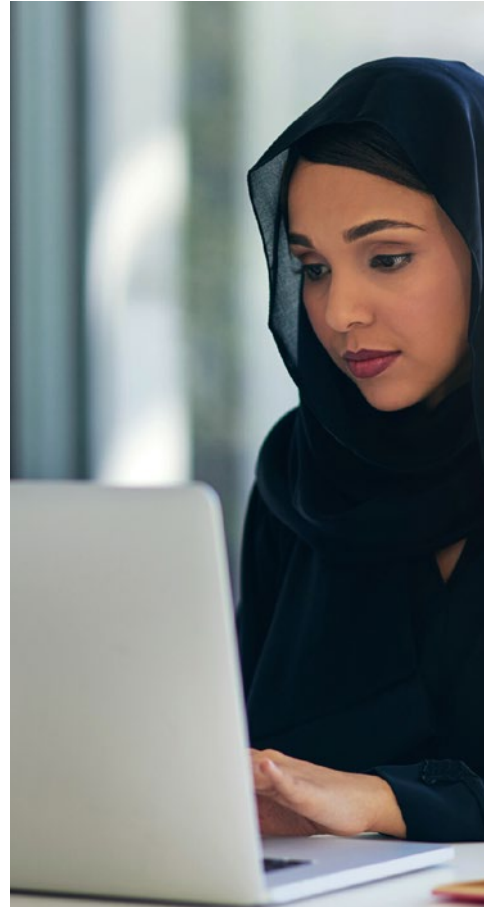
With a comprehensive solution like BusinessToGo that automates and streamlines the travel booking process and also leverages the saving benefits of PartnerPlusBenefit, companies can manage their business travel even more efficiently.



Source: Forrester Consulting, The Total Economic Impact Of TripActions, April 2022.

CONCLUSION

A holistic travel management solution like **BusinessToGo** can help companies reduce their travel expense in several ways:



- By consolidating their travel suppliers, which allows the company to negotiate better rates with a smaller number of vendors, leading to reduced costs for flights, hotels, rental cars, and other travel expense.
- By seamlessly integrating PartnerPlusBenefit so companies can redeem their BenefitPoints.
- By optimizing travel itineraries, which may involve finding the most cost-effective route or combining multiple trips into a single trip to save on travel costs.
- By using technology to automate and streamline the travel booking process, companies can also reduce the time and effort required to manage business travel, which can save on labor costs.

CONCLUSION



A holistic travel management solution will help companies reduce their travel expense by providing better control and visibility of their travel spend, allowing them to make more informed decisions about their travel plans and budgets.

With **BusinessToGo** companies can finally make use of both Navan and PartnerPlusBenefit, the Lufthansa Group's bonus program that allows companies to collect BenefitPoints on business flights and redeem them on a wider selection of rewards than in any other corporate bonus program.

Lufthansa Group's BusinessToGo in cooperation with Navan is available immediately in the DACHB home markets of Lufthansa Group Airlines (Germany, Austria, Belgium, and Switzerland). In the course of 2023, the platform will be supplemented with further offers and functionalities, including benefits such as upgrades, corporate products, and additional languages. The platform will be rolled out successively in additional markets.

Corporate customers can find in-depth information on the websites of the Lufthansa Group for Business and PartnerPlusBenefit and can register directly at **BusinessToGo**.

Visit navan.com/sign-up/all-in-one/businessstogo

THANK YOU
FOR YOUR
ATTENTION

