



Exploring the T&E Landscape: Navigating the Future of Corporate Travel

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We conducted a survey...

Involved over 500 travel decision-makers across 3 regions (AP, EU, NAM)

Survey respondents are working in corporate travel, finance, or HR

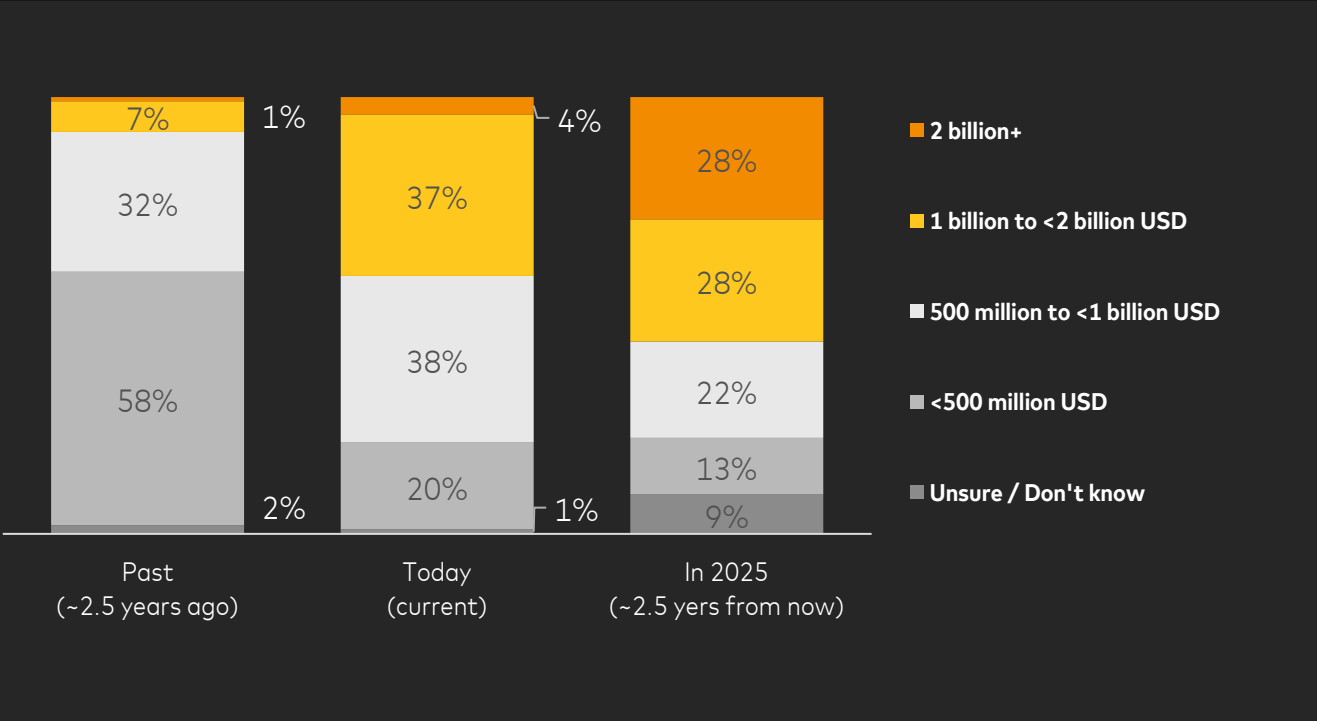
Play an active role in creating and managing travel policies, procedures, and recruit travel suppliers for their companies or on behalf of other organisations



Business travel drives critical benefits – and spend is accelerating

“Rising travel spend is necessary to sustain business growth and avoid employee turnover”

AUSTRALIA IS ACTIVELY INCREASING TRAVEL SPEND TODAY



Rising complexity requires new processes and organisational mindset to improve the travel ecosystem

In the next 5 years travel managers agree

93%

The future of T&E is the convergence of payment and expense management

94%

The need to invest more in employee-centric travel payment methods

93%

T&E process needs to shift from a reactive approach to a proactive one, replacing manual tasks with automated ones



A hybrid workforce creates new needs that require T&E process innovation

As travel decision makers work to optimise for a new reality, virtual cards provide an effective solution

 **INCREASING PRESSURE TO OPTIMISE
AMIDST MORE DIVERSE CARD NEEDS**

69%

have had to provide travel payment cards to different types of workers (e.g., remote workers, non-employees).



**VIRTUAL CARDS OFFER A UNIVERSAL
AND EFFICIENT SOLUTION FOR ALL
TYPES OF EMPLOYEES**

92%

Are interested in providing virtual corporate cards to employees and non-employees for trip expenses in the next 5 years



New disruptors on the horizon – Real time spend management and AI will drive new expectations

Travel decisionmakers believe smart systems that automate spend and personalisation are top differentiators for the future

57%

Dynamic travel expense policies based on AI to optimise spend management and / or control costs

40%

Using AI for personalised travel experiences for each employee

44%

Leveraging AI to track and report on ESG metrics for T&E



Demand for Efficiency, Experience and Control within existing T&E processes



Lack of productivity

38%

Of corporations are lacking T&E automation and integration¹



Reduced compliance

75%

Of travellers do not follow policies at least 25% of the time²



Poor traveller experience

46%

Of employees are not satisfied with T&E program in 2022¹



Sustainability

96%

Of business travellers would like to see sustainability information in their company's booking tools³

1. Forrester Digital Transformation of T&E 2022

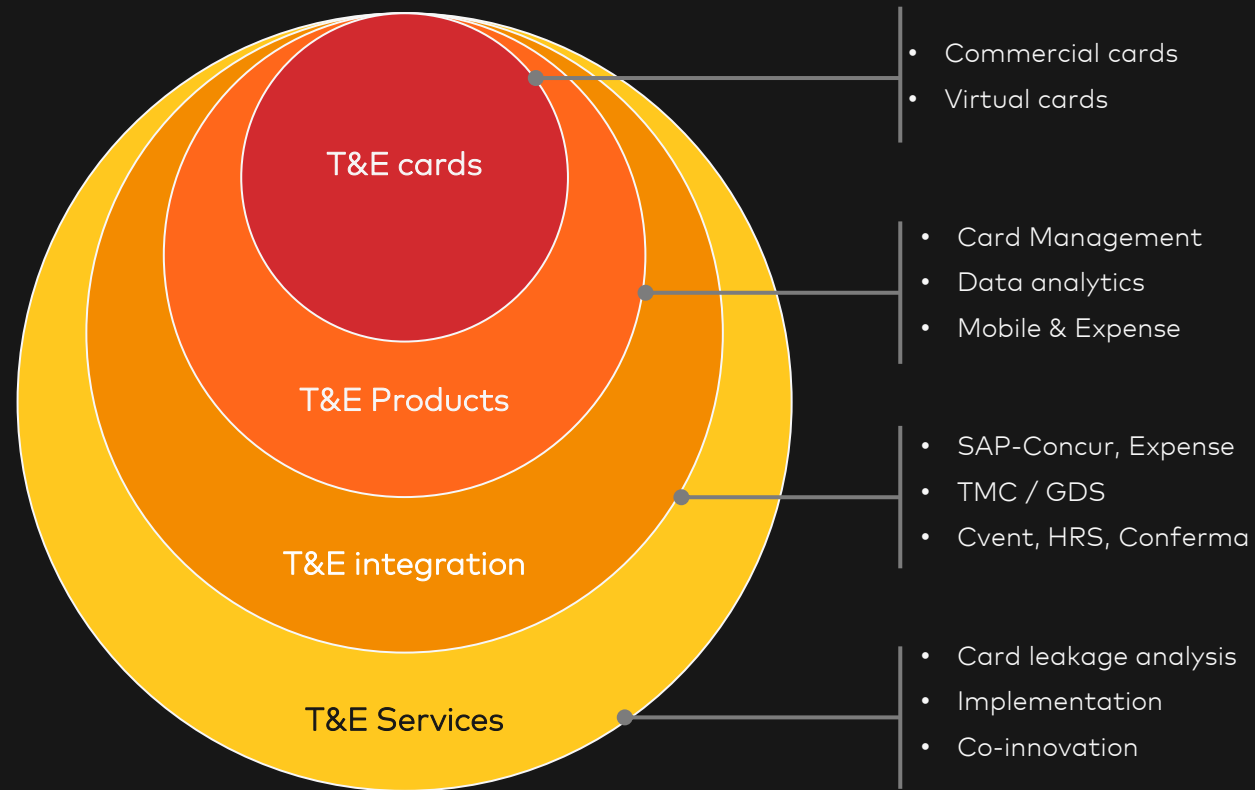
2. "The State of Corporate Travel and Expense 2023", Skift and TripActions, 2023

3. "2021 Sustainability Reporting in Focus," Governance & Accountability Institute, Inc., 2021



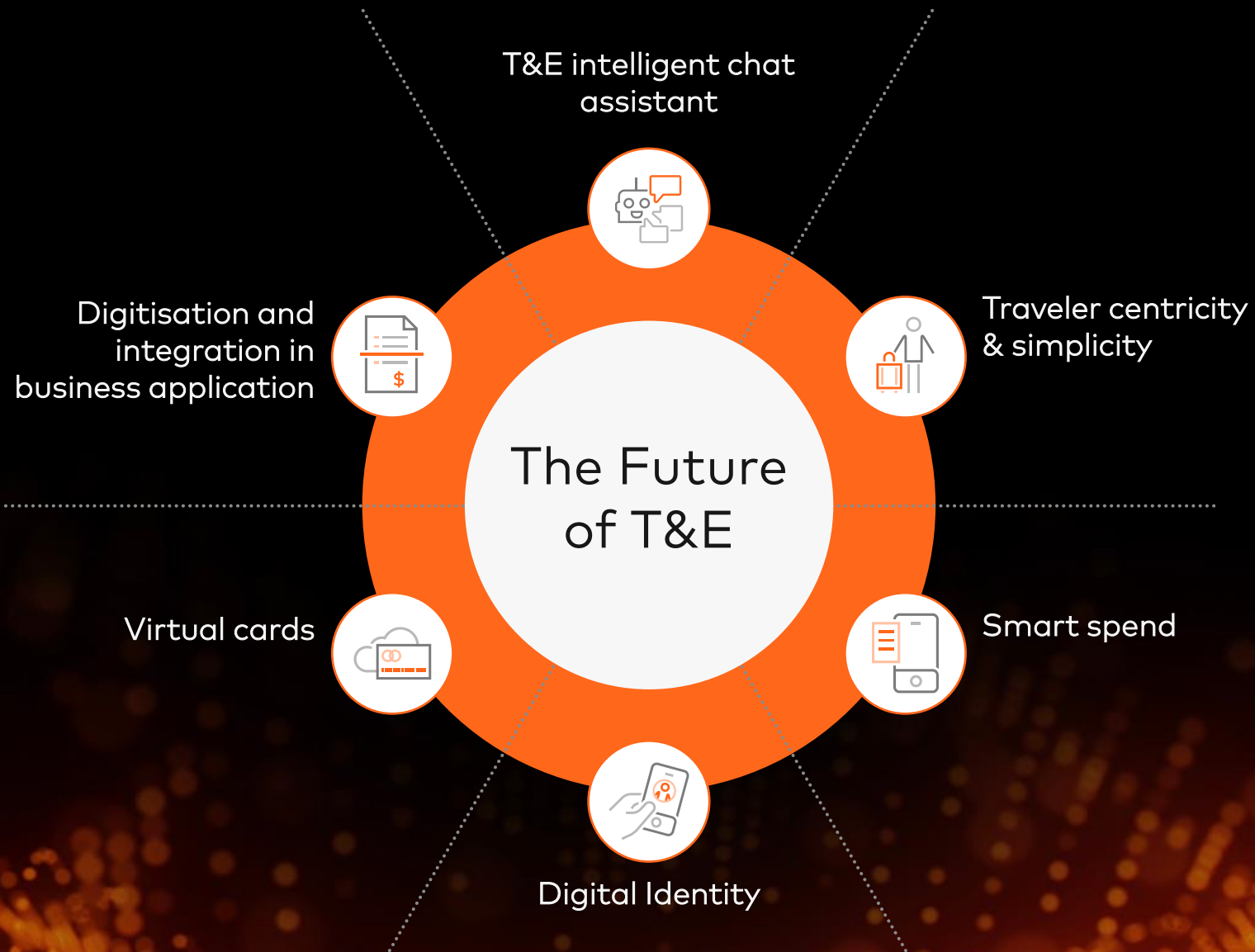
Our flexible solutions address your business' biggest T&E challenges

From commercial cards to specialised T&E platforms and services which fully integrate with your enterprise software.



The Future of Business Travel and partner ecosystem

Our vision for the future



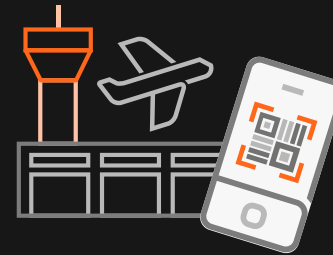
Future innovations could transform the end-to-end traveller experience

Penny takes a business trip. Some examples of how seamless this experience could be:



While planning her business trip, Penny uses the corporate AI T&E assistant Slack or Teams chat app to help book her trip.

When booking her trip, Penny receives rewards points if she selects the cheapest options available within corporate policies.



As she starts her trip, Penny goes to the airport with automatic check-in and security checks based on digital identity.

While on the go at her destination, Penny pays for taxis, restaurants, etc. with real-time notifications of in policy/out of policy expenses.



Thank You

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