consumer-grade user experience with a streamlined booking and checkout process.

Isaac M. O'Bannon • Mar. 21, 2024

SAP Concur held it's Fusion 2024 conference in mid-March, and announced product developments and partnerships at the event.

The new booking experience in Concur Travel launched last August, featuring a consumer-grade user experience with a streamlined booking and checkout process. The new experience includes omni-search capabilities that automatically merge options for many locations, such as airports, city centers, or company locations, delivered by a robust travel ecosystem. It also offers increased global content coverage, including additional New Distribution Capability (NDC) content via the Sabre GDS, better imagery, and richer descriptions in one view. The revamped Concur Travel delivers a modern, intuitive experience that is adaptable for web and mobile and tailored for the traveler.

the experience is much improved. According to Flight Centre

- **In-app emissions data:** Now, employees can further consider environmental impacts when booking through the replatformed Concur Travel. Through an integration with Thrust Carbon, one of the travel industry's leading independent sustainability intelligence platforms, evolution of Concur Travel users can view and sort the greenhouse gas emissions of each flight segment, as well as rail and car rental options, and browse hotel providers by emissions, certifications, and sustainability scores.
- **Enhanced hotel and rail content:** We're providing greater choice of hotel content with new direct integrations to American Express GBT, BCD, CWT RoomIt, FCTG, and HRS designed to enhance the traveler's shopping experience by providing more options, clarity, and transparency for bookings. Additionally, users can search, book, and purchase UK Rail content.
- **Microsoft Teams integration**: Sharing travel itineraries with coworkers is now easier than ever. Travelers can share a reservation from their Concur Travel trip list to a Microsoft Teams chat, so that their coworkers can book the same trip and join them.
- **Request Integration:** Concur Request enhances compliance processes by automating and simplifying spend requests and approvals. When integrated with Concur Travel, the approval process becomes more efficient through automated workflows. Users can easily book a trip in Concur Travel, and a request is automatically generated and completed, offering a seamless experience.

> "The evolution of Concur Travel isn't a destination," according to Charlie Sultan, president of Concur Travel at SAP Concur. "It's a standard — one that will continue to evolve and set the stage for greater innovation and acceleration for a truly integrated corporate

recently announced the Concur TripLink hub, a new home within SAP Concur solutions to help streamline enrollment in TripLink and TripIt Pro. Travelers can easily connect their loyalty accounts to preferred travel partner integrations and gain even more benefits from business travel. For travel managers this means more visibility, improved policy compliance and the ability to provide travelers with more flexibility.

Travel disruptions are part of the new normal of travel, which is why we've also made changes in TripIt Pro to help travelers make informed travel decisions. Now, TripIt Pro Risk Alerts notifies users in real-time when a potential disruption may impact their trip. With timely info, users can be better prepared for the next step in their itinerary – whether that's showing up to the airport early, rescheduling a flight, or doing more research into alternate plans. The alerts cover a wide range of events, including:

- Weather
- Political unrest and labor action such as demonstrations and strikes.
- Communication outages and select airline alerts.

Reimagining Expense Reports

Our vision is to create the perfect expense experience – one where expense reports practically write themselves. We're working on making that vision a reality by redefining what is possible in spend management through integrated solutions, robust data, and generative AI.

The reimagined Concur Expense experience is AI-powered, optimized for mobile and already being used by early adopter customers. Expense reports are automatically created and easily managed thanks to the following capabilities and a new partnership with Mastercard:

- Automatic expense entry, itemization, and categorization with ExpenseIt

also working with Mastercard to provide travel and finance managers with the power to set spending controls and restrictions to help encourage expense policy compliance.

Additionally, we are announcing our new Data Delivery Service, which provides customers direct access to their Concur Expense data flows without manual reports or downloads. Now, customers can bring their Concur Expense data into their instance of SAP Analytics Cloud, their data warehouse, or any other third-party analytics tool to view a complete picture of spend and improve data management. Companies will be able to discover new analytics and insights, combining data sources across their organization to make more informed, efficient decisions.

SAP Business AI in SAP Concur Solutions

At SAP, we deliver AI that is built for business. It is relevant, reliable, and responsible, and fundamentally changes the way companies operate, enabling them to create greater value more efficiently. AI is only as good as the quality and breadth of the data it draws upon, and SAP Concur is the global market leader in travel and expense solutions, with more than 92 million end users booking travel and/or processing expenses. For a decade, we have been infusing AI into SAP Concur solutions including ExpenseIt, Verify, Intelligent Audit, and Concur Invoice. At Fusion, we are excited to debut new Business AI capabilities in SAP Concur solutions:

- **Concur Request:** Now uses generative AI to provide intelligent cost estimates for trip planning, saving employees time and effort.
- **ExpenseIt:** We've also brought capabilities from ExpenseIt on mobile to the web interface so customers can upload receipt images to ExpenseIt web, where it taps AI to automatically create a new expense with several key fields prepopulated. Plus, ExpenseIt now itemizes hotel folios using generative AI, increasing the accuracy of the results, and saving employees time.

- **Generative AI search:** A new capability within Concur Support allows SAP Concur

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