

# ACHIEVE BEST-IN-CLASS SUCCESS: 10 BENEFITS FROM EMBRACING MOBILE

Employee travel is intended to bring value to the business and add value to the bottom line. Often, however, corporate travel can be uncertain and inefficient. With the proper mobile devices and programs in place, both the traveler and the business can save in expenses. This Knowledge Brief examines three key benefit areas for the savvy traveler and the business owner, and explores how the Best-in-Class achieve greater success in the T&E space, based on the capabilities they deploy.

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## *Benefits of Going Mobile*

Aberdeen research often details the pressures that organizations are facing and the actions that they plan on taking to reduce them. Then, we generally speak about the capabilities and enablers of the process. This knowledge brief, however, is going to jump right into the meat & potatoes of mobile.

Efficiency and performance are key advantages for mobile technology solutions, and are essential to the greater organizational growth. As highlighted in Table 1, Aberdeen has found that companies that currently leverage mobile travel and expense management applications achieve a performance advantage, in comparison to organizations that do not currently leverage mobile solutions.

The advantages that companies currently leveraging mobile travel and expense management applications achieve over non-users without this next-generation enabler in place are:

- Nearly 20% lower expense-processing costs
- A 32% higher compliance rate to corporate T&E policies

- Over twice the amount of business travel spend under management

**Table I: The Mobile User Advantage**

Key Performance Metric	Mobile User	Non-Mobile User
Cost to process one expense report	\$15.04	\$18.37
Compliance rate to corporate T&E policies	91%	59%
Travel spend under management	89%	40%

Additionally, an average of 30% of expenses are currently managed using mobile devices and the mobile users that leverage these solutions save an average of two and a half hours per month as a direct result of these applications.

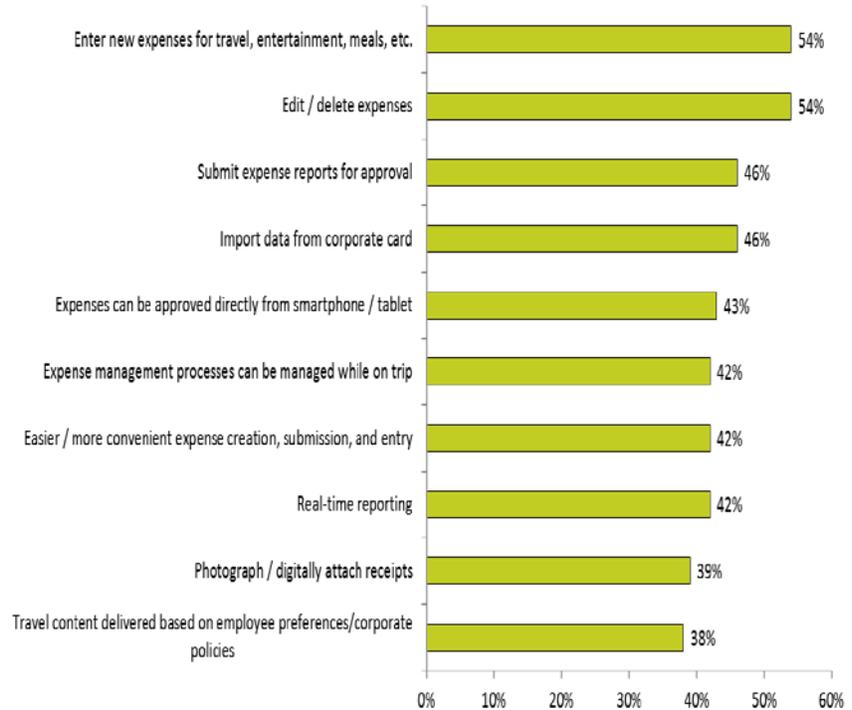
*Benefits of a Mobile Workforce*

Figure 1 and Figure 2, below, detail the top ten performance areas that the business travelers and business owners, respectively, experience benefits as a result of mobile applications; this data was gathered from our recent 2014 T&E survey. We have taken the viewpoints from both the savvy business traveler and the corporate executive/business owner to uncover the overall top benefits of mobile solutions.

**91%**

**- the compliance rate to corporate T&E policies for mobile user organizations, compared to a mere 59% for non-mobile user organizations.**

**Figure 1: Top Ten Mobile Benefits for the Business Traveler**



Percentage of respondents, n=126 Source: Aberdeen Group, October 2014

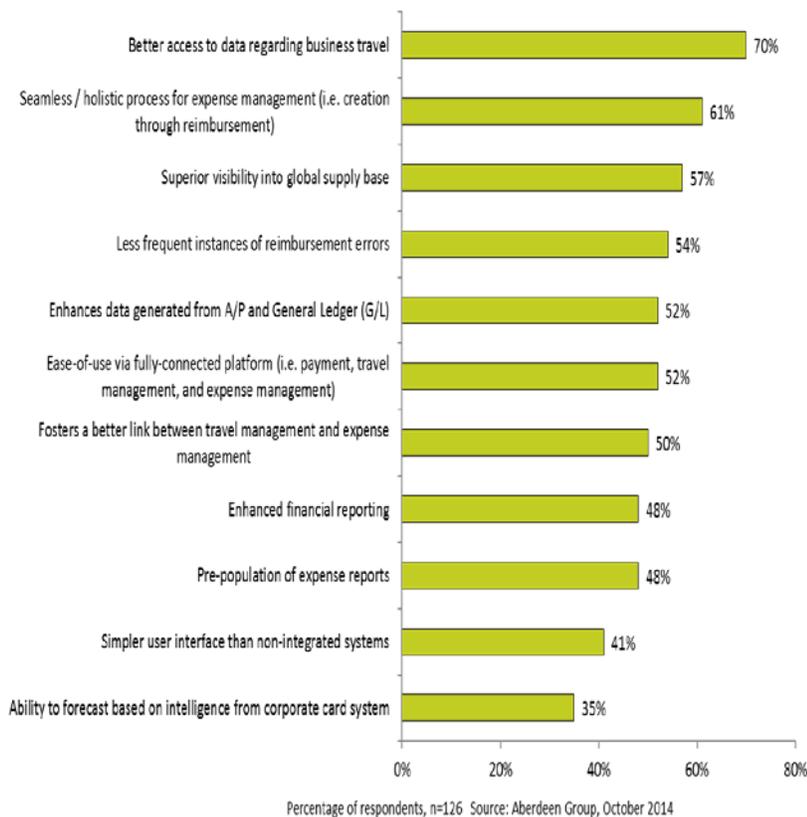
The main benefits of mobility revolve around convenience. The chart above highlights convenience as a driving factor behind mobility for the busy traveler. New mobile applications allow the busy traveler to enter new travel expenses while they are on the go (42%). The ability to edit or delete expenses allows for flexibility, something that was not easily available in the past (54%). And with the ability to import data from a corporate card (46%), the traveler can now have peace of mind knowing that expenditures will be captured and that they no longer have to keep track of receipts.

Mobile solutions also present ease-of-use, by providing travelers with the ability to manage expenses while on a trip or while away from the office (42%), making business travel time more efficient.

## Benefits of a Mobile Business

On the other hand, the top benefit offered to businesses is the ability to manage the expense management applications process, as seen in Figure 2. With better access to business travel data (70%), business managers now have the ability to validate travel. This is even more effective with the added benefit of a seamless, holistic view across the expense management process (61%). This allows management to have further visibility into spend and identify where leakage may be occurring. With all of this business intelligence now being delivered to corporate executives in real-time, the ability to plan and forecast based on intelligent data (35%) has become much simpler, and a stronger link is fostered between travel management and expense management (50%).

**Figure 2: Top Ten Mobile Benefits for the Business**



### *Key Takeaways:*

The following are some of the key tactics to implement and the key benefits to be achieved when embracing mobile solutions for corporate travel:

- Educate business travelers on the capabilities enabled by mobile solutions
- Point to mobile travel and expense management applications as a means of boosting travel policy compliance
- Leverage mobile capabilities to improve T&E expense management intelligence
- Experience lower expense report processing costs
- Achieve a higher rate of business travel spend under management

Want to learn more? Watch the webinar, [Travel and Expense Management: Embracing Mobile and Reaping the Rewards](#), presented by Aberdeen Group and Concur.

## **About Aberdeen Group**

For 26 years, Aberdeen Group has published research that helps businesses worldwide improve performance. We identify Best-in-Class organizations by conducting primary research with industry practitioners. Our team of analysts derives fact-based, vendor-agnostic insights from a proprietary analytical framework independent of outside influence. The resulting research content is used by hundreds of thousands of business professionals to drive smarter decision making and improve business strategy.

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