BCD travel

ELITE PARTNERSHIP

SAP® CONCUR® AND BCD TRAVEL

In partnership with SAP Concur, BCD Travel offers a powerful solution for travelers, travel managers and procurement teams. Our integrated solution will allow you to capture, measure and manage more travel spend and service elements than any other option.

COMPREHENSIVE SUPPORT AT EVERY TURN

Capture it all

The SAP Concur-BCD ecosystem captures all the bookings your travelers make, whether with an agent, on the web, or through mobile apps like TripSource®. And we make them immediately viewable through all your channels. With BCD's process automation technology, powered by SAP Concur, you have access to booked data in under 90 minutes. You get the complete, accurate data you depend on to keep your travelers safe and manage your travel spend. We'll even bring in out-of-program bookings.

Measure it all

By capturing all of your bookings, spend and data you'll be more effective and efficient in measuring your travel program's performance. Our DecisionSource® platform helps you to run reports, analyze your data and make better decisions.

Manage it all

Get the full picture with our end-to-end solution, and manage your travel program in the best way possible. Support and influence your travelers before, during and after their trip. Fulfill your duty of care by ensuring your travelers' safety. See how your supplier contracts perform, and act upon them. And get the most out of your travel budget.

Support at every turn

Our subject-matter experts are available to support your travel and expense program every step of the way. The BCD team consists of specialists in:

- ✓ Product delivery management
- ✓ Solutions engineering
- ✓ Client technology implementations
- ✓ Business Travel Academy training
- ✓ Site administration and support

BCD

SHARED BACKGROUND

BCD Travel and SAP Concur have a long-term, mutually beneficial strategic distribution partnership. We are aligned at all levels between organizations and work together for the benefit of our mutual and prospective customers. Our relationship started in 2003, and we have more experience implementing, customizing and supporting SAP Concur tools than any other travel management company.

Together, BCD Travel and SAP Concur touch more travel transactions than any other Elite partner. Customers using BCD Travel and Concur® Travel & Expense are able to capture, measure and manage the largest number of service elements and the most spend of any other option—in large part because we continue to build stronger integration points into our combined offering.

Working on behalf of our customers, the integration and alignment between BCD Travel and SAP Concur allows us to be "better together."

OUR ADVANTAGES

We are the only elite mega TMC using a proprietary and customized version of the SAP Concur process automation Concur® Compleat in every market in which we operate. This creates a natural alignment whereby BCD's operational automation lives in the SAP Concur technology stack. Our development efforts align so process automation works in tandem. Our global proprietary version of Compleat enables immediate viewership and integration.

THE MOST ROBUST AUTOMATION IN THE INDUSTRY

Travelers using BCD Travel and SAP Concur get access to their trip details wherever they enter the system, for all online and offline bookings—whether made via TripSource, agent, Concur® Travel or SAP® Concur® mobile app. Our proprietary versions of Compleat and Authorizer make us are the most robust Elite partner.

Tool optimization

We have resources with deep domain expertise in travel, payment and expense who leverage our technology and experience to optimize customers' programs. This team helps take customers to new levels of performance using the full T&E ecosystem. BCD and SAP Concur solutions align to ensure our sales approach and resources work in tandem to support our mutual customers.

Open ecosystem

An ecosystem is a marketplace to connect, control and simplify processes to better serve our mutual customers. SAP Concur promises their corporate clients and resellers they'll stay neutral and not give preferential consideration to any partner. At BCD, we leverage this open ecosystem to the benefit of our customers.

For example, we've integrated our content into the SAP Concur platform via their hotel Application Programming Interface (API). This integration provides Concur Travel online booking tool (OBT)

customers access to the same rooms and rates available to TripSource customers, providing access to more rooms and rates, as well as wider geographic coverage, from multiple sources like Booking.com, Expedia, HRS and TotalStay. Content is identical across all booking channels.

BCD practices an open platform approach, as well. SolutionSource® an open-integration platform with a Developer Hub and Marketplace, exclusively for BCD Travel corporate clients, authorized partners and developers. Our Developer Hub gives travel tech developers access to BCD's APIs and developer tools, which are needed to build new corporate travel solutions for BCD clients. Through our Marketplace, clients can shop solutions that easily plug into their existing programs. With BCD's open architecture, SolutionSource is extending the possibilities of corporate travel into the future.

Multichannel, multinational

One solution is not practical for all travel programs or all markets. Concur® Travel & Expense works best today for more than 40 markets, but many programs include 70 or more countries. TripSource is a great solution for the alternative markets. So, whether travelers are based in a mature market, primarily using SAP Concur, or in an emerging market using TripSource, they are mobile-enabled. No matter the entry point or base of the traveler, SAP Concur or BCD, travelers can see their trips.

Extend the possibilities
of your program with innovative solutions to fit your unique needs.

❯ LEARN MORE

BCD

CERTIFICATION & EXPERTISE

Through Elite partner status clients will benefit from SAP Concur certified resources, there are 130+ at BCD, which no other TMC can claim, who have deep domain expertise on SAP Concur platforms

NO OTHER TMC LIKE BCD TRAVEL

Content integration

We have integrated our TripSource Hotels content, as an option, into the SAP Concur platform, providing travelers access to increased availability and rates, from multiple sources like Booking.com, HRS and TotalStay. So, companies and travelers are not just limited to the GDS. Up to 50% of hotel booking automation (HBA) rates are better than corporate net rates.

Traveler engagement

Through targeted merchandising and traveler communications, we have the components and ability to simplify and optimize the Concur Travel booking experience—while influencing spending decisions—to meet program goals and drive adoption.

We know that optimization success requires getting the attention of your travel community, and we achieve this through targeted merchandising and messaging that influence booking and spending decisions—driving positive behaviors at each step in the trip cycle.

Subject-matter experts

In addition to SAP Concur partnership management, we have experts, predominantly behind the scenes, supporting your single entry point Program Manager. Our experts specialize in all aspects of the Concur Travel infrastructure, including:

- ✓ product delivery management (ensuring all releases are compatible)
- ✓ systems and data integration (to ensure accuracy and connectivity of feeds)
- ✓ client technology implementations (for site builds and implementation of SAP Concur sites, working with SAP Concur on direct contracts)
- ✓ site support (both first and second level)
- ✓ solutions engineering (for demonstrations and solution design)
- ✓ configuration and performance management (assisting with post-implementation projects)
- ✓ online performance management to optimize your program

We understand travel and expense management and that it affects not just travelers and bookers, but multiple stakeholders across your organization, including human resources, finance and security. T&E management has an important impact on your total cost of ownership.

Viewership

All transactions, both online and offline, are made immediately available in Concur Travel, and we are also able to provide single sign-on through TripSource—providing a single entry point for your travelers. That means you only manage one master traveler profile. BCD's TripSource Profile Manager is deeply integrated in real-time with the SAP Concur profile system.

Agreements

At BCD Travel, we welcome the opportunity to implement customers' OBT programs, regardless of OBT contract type. We respect and support our customers who work with direct agreements, and we can provide the support services that clients require.

Questions? We can help you.

CONTACT US

BCD

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About BCD Travel

BCD Travel helps companies make the most of what they spend on travel. We give travelers innovative tools that keep them safe and productive and help them make good choices on the road. We partner with travel and procurement leaders to simplify the complexities of business travel, drive savings and satisfaction, and move whole companies toward their goals. In short, we help our clients travel smart and achieve more. We make this happen in 109 countries with a global client retention rate of 98%, the highest in the industry. For more information, visit www.bcdtravel.com.

About BCD Group

BCD Group is a market leader in the travel industry. The privately-owned company was founded in 1975 by John Fentener van Vlissingen and consists of BCD Travel (global corporate travel management and its subsidiary BCD Meetings & Events, global meetings and events agency), Park 'N Fly (off-airport parking) and Airtrade (consolidation and fulfillment). For more information, visit www.bcdgroup.com.