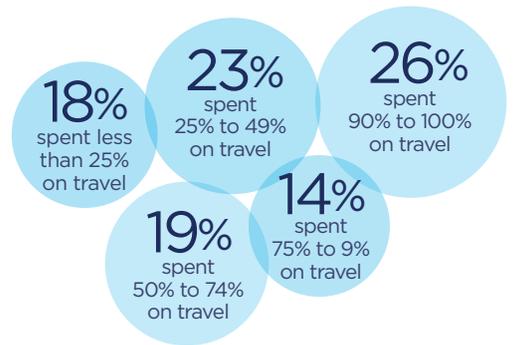


METRICS THAT MATTER

IN MIDDLE MARKET TRAVEL PROGRAMS

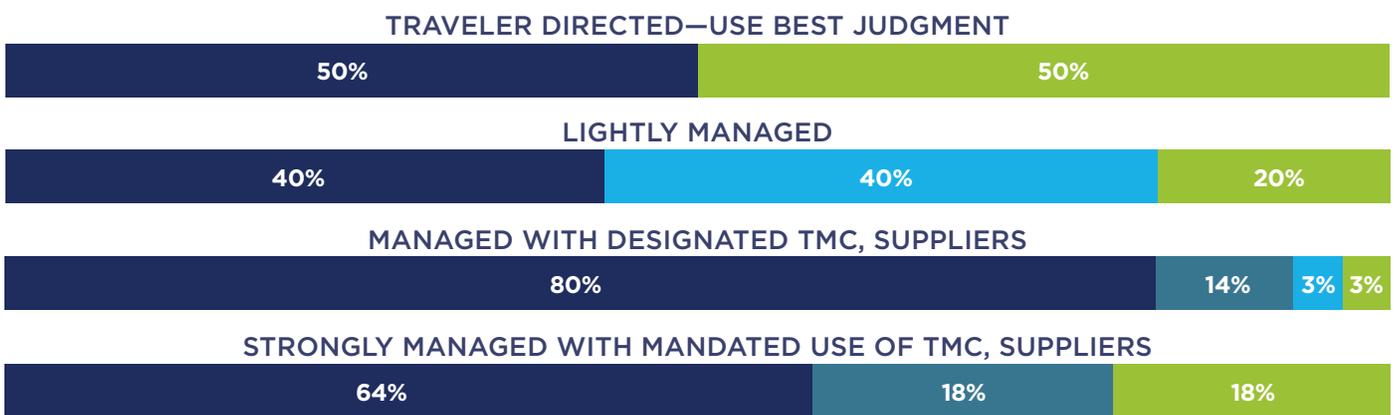


TIME SPENT MANAGING TRAVEL VERSUS OTHER SPEND CATEGORIES



NUMBER OF TRAVEL MANAGEMENT COMPANIES USED BY STRENGTH OF POLICY MANAGEMENT

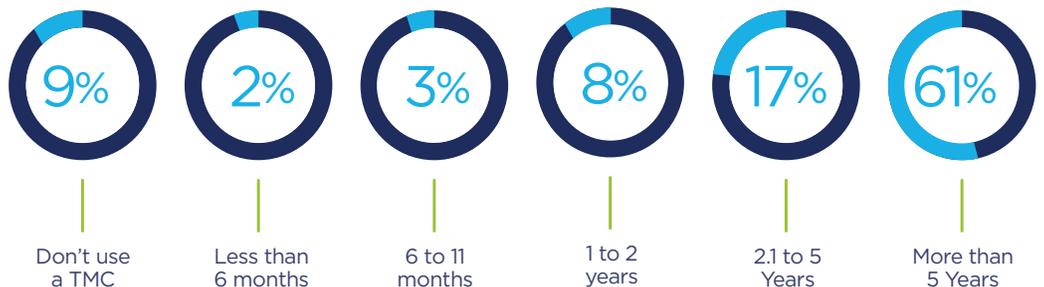
1 TMC 2 TMCs 3 TMCs 4+ TMCs



SELF-RATING OF TRAVEL PROGRAM BY STRENGTH OF POLICY

	★	★★	★★★	★★★★	★★★★★
TRAVELER DIRECTED—USE BEST JUDGMENT	0%	0%	100%	0%	0%
LIGHTLY MANAGED, NO DESIGNATED TMC	0%	33%	0%	67%	0%
MANAGED WITH DESIGNATED TMC, PREFERRED SUPPLIERS	0%	3%	27%	57%	13%
STRONGLY MANAGED WITH MANDATED USE OF TMC, SUPPLIERS	0%	0%	40%	60%	0%

HOW LONG COMPANY HAS USED TMCS TO SUPPORT TRAVEL PROGRAM



SOURCES

The BTN Group / American Express Global Business Travel online survey conducted in August-September 2016 of 103 corporate travel managers, buyers, procurement and other corporate executives at middle market companies

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