



What the Industry Trend Open Booking Means for Higher Education

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Introductions



Session Objectives

Market forces

Industry trend Open Booking

Higher Ed perspective

Concur's Open Booking approach

Discussion and interaction

Technology Evolution

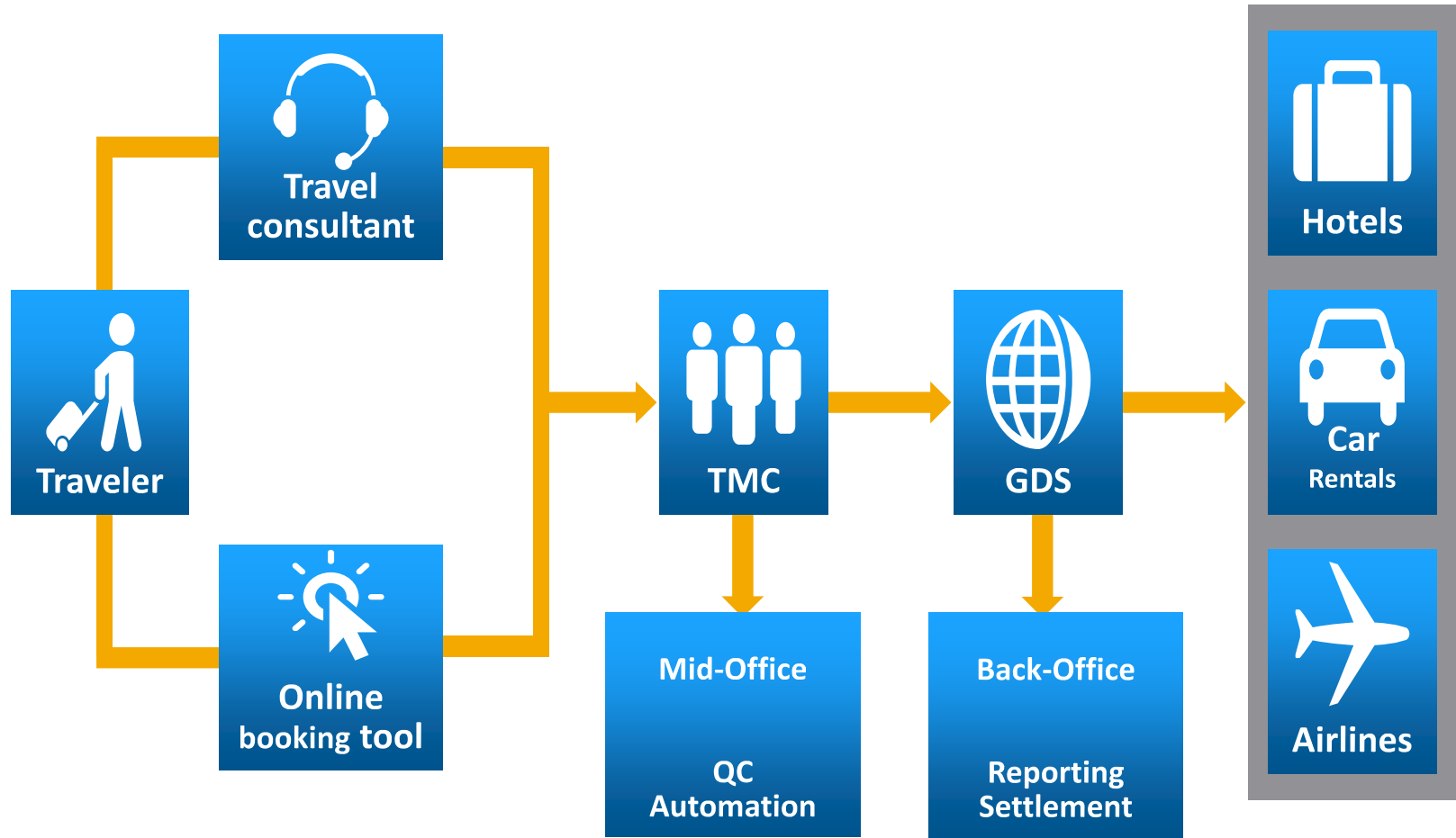
“Time Computer” by Texas Instruments



Garmin 910



GDS Evolution



What travelers want

Convenience – Shop Anywhere

No More “Filing”

Auto Data Capture

Relevant Reporting

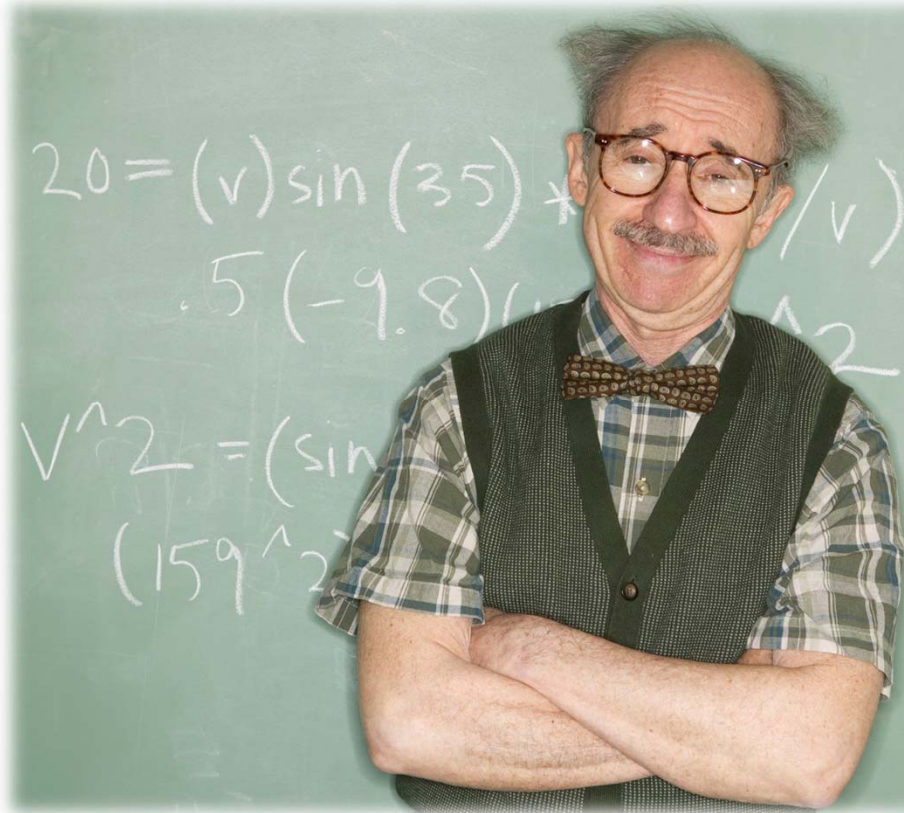
Proactive Itineraries

Realize Benefits of
Corporate Program



Non-mandate culture

Challenges of a Higher Ed travel manager



Missed supplier discounts

Poor travel policy enforcement

Incomplete spend analysis

Ineffective Duty of Care

Inefficient expense reporting

Conference/event hotels

55% of travelers book
hotels **outside of policy**

What is your % of higher ed travelers booking hotels **outside of policy?**

55%

55%

No idea

