

# BUSINESS TRAVEL TRENDS IN 2025



Artificial intelligence has introduced numerous incentives and innovative use cases for business travel management this year. The business travel landscape is also experiencing exciting transformations as we approach 2025. New technologies, evolving requirements, and changing conditions shape the industry and create new opportunities. So, what will be particularly important for companies and travel managers in the coming year?

While exact developments cannot be predicted, some trends are already emerging. SAP Concur's forecast highlights the business travel trends in 2025.

## **Back to the Office and More Business Trips**

Companies are gradually bringing employees back to the office, leading to a rise in face-to-face meetings and customer visits. As a result, **the number of business trips is also increasing**. This trend brings new challenges for managing business travel: How can companies optimize their budgets while ensuring compliance and cost efficiency?

By 2025, managers will need to focus on strict cost and risk monitoring to maximize the use of available resources. Integrated solutions for booking and invoicing business trips will be essential in this process. When the entire business travel process is streamlined through a single platform, monitoring expenses, identifying potential fraud risks early, addressing policy violations, and maintaining long-term cost efficiency become easier.

## **Cybersecurity in Focus**

Companies increasingly invest in process automation and generative AI to remain efficient and competitive in 2025. However, with these innovations, the risks of cyberattacks and data protection breaches also increase.

Competitive pressure, in particular, makes companies vulnerable: if new systems are integrated carelessly and employees are not trained, the risk of data leaks increases significantly—even on business trips. Almost three out of four travelers are victims of cyberattacks today. Therefore, expanding the security infrastructure will become more and more of a focus. Only companies that master the balancing between progress and data security can remain innovative in the long term without economic damage.

## **AI between Efficiency and Skepticism**

As the initial enthusiasm around AI begins to fade, it is increasingly being used as a practical tool to automate routine tasks, such as expense checks and fraud detection. This shift allows travel managers and financial officers to spend less time on these repetitive activities and focus on more critical, value-added tasks.

Automated travel expense reports may soon no longer contain trustworthy transactions. Instead, they are being replaced by exception reports that highlight only the deviations from the travel policy. These reports alert auditors to non-compliance with guidelines, streamlining the audit process.

Despite the development, skepticism persists. While 96% of travelers support AI-assisted systems for managing business trips, they perceive the technology as merely an aid rather than a complete solution. The upcoming year will focus on identifying AI's most valuable use cases and developing them in a targeted manner. This approach aims to create sustainable value without overwhelming employees.

### **Growing Demand for an Enhanced Travel Experience**

As business travel and AI technologies evolve, employee expectations are also rising. In the coming year, real-time updates on disruptions, such as extreme weather events or geopolitical conflicts, will be essential. Employers are responsible for providing technologies that offer timely alerts and recommend alternative options to ensure that employees are not left without support.

**The year 2025 will mark a turning point in the business travel industry.** After a prolonged excitement surrounding AI and digital innovations, the focus is shifting towards practical implementation. This approach combines safety, innovation, efficiency, and an enhanced travel experience. It's not just about short-term optimization; only companies that make targeted investments and follow sustainable strategies will thrive in the long run.

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