

# Let the good times roll – Online observations

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## General Market Trends

Spotlight firmly placed on controllable business expenditure

Travel Programme under the spotlight to perform

Cost containment trend emerges, with many different flavours

Demand on Technology to perform increases and becomes more foundational

Supplier/Buyer relationships firmly tested

## What happened from a technology standpoint

Demand Management and Expense Integration

High usage of dynamic messaging

Deeper and more effective service relationships formed

Market expansion and supplier consolidation

Supplier demand and collaboration with technology

## What Stays

Technology best practices will provide ongoing control in changing markets

Market expansion and adoption will continue to rise

Relationships and demand for expertise and delivery