DIRECT TRAVEL®   **GBTA**

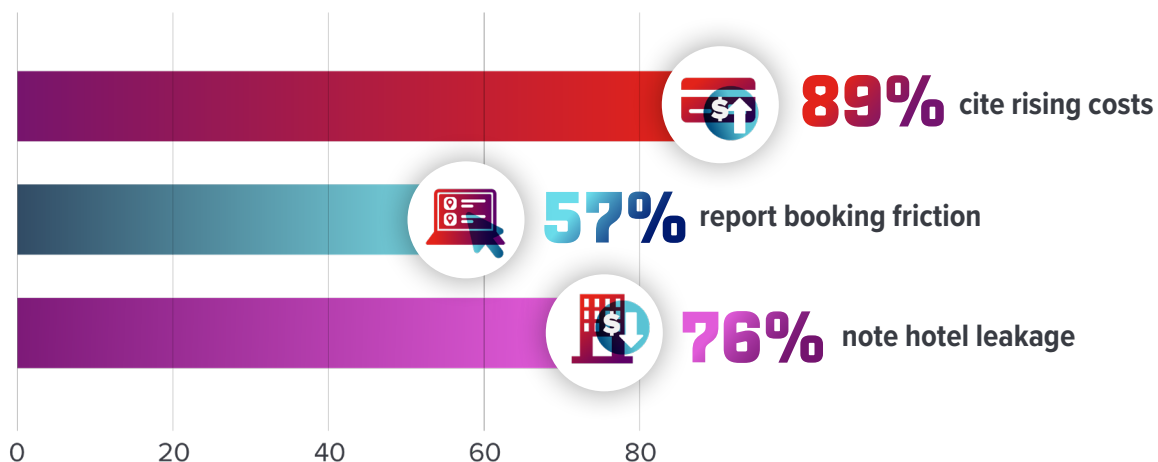# 2025 The Perfect Business Trip Index

Friction, Fragmentation, and Failing Service

Corporate Travel at a Crossroads

As travel complexity and business expectations increase, many travel managers say the managed travel model hasn't kept pace. Fragmented systems, mounting costs, and rising traveler expectations are prompting organizations to reassess what they need from their travel programs—and their partners.
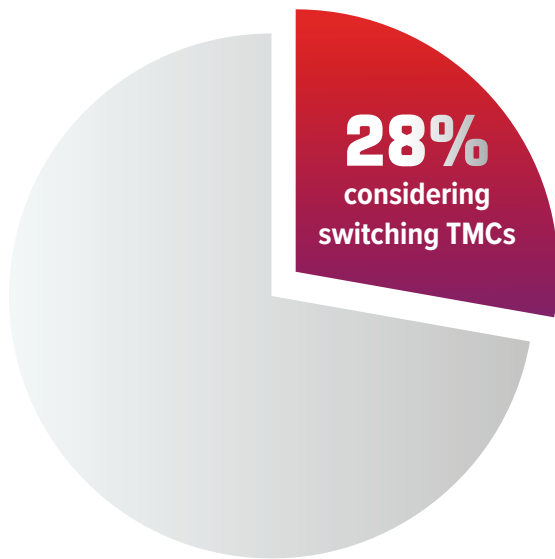
1 Top Challenges

89% cite rising costs

57% report booking friction

76% note hotel leakage

0   20   40   60   80

28%
considering switching TMCs

41%
cite inconsistent service

36%
blame poor tech functionality

3 Meetings and Expenses Need a Rethink

MEETINGS

80% say meetings and travel programs are only partially or not at all integrated

66% of small meetings happen outside of managed programs

50% cite cost control as a key challenge

EXPENSES

55% want automated receipt capture

48% struggle with missing data

45% want AI-powered planning tools to simplify workflows

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ABOUT THE RESEARCH

This infographic highlights findings from the 2025 Perfect Business Trip Index — a global survey of 195 corporate travel managers conducted by Direct Travel and the Global Business Travel Association (GBTA), in partnership with Spotnana and Troop.

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AVENIR
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Modern Travel Platform

- Open architecture
- AI-powered insights
- Seamless guest travel booking
- Personalized service

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