

For Immediate Release
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BACKGROUNDER

2011 Canadian Business Traveller Mobile Trends Survey

Concur® (Nasdaq: CNQR) recently engaged EKOS Research Associates Inc. to conduct a survey of 1,076 Canadian business travellers who use a mobile device. The survey, conducted in November 2011, revealed that although respondents actively use mobile devices, they aren't leveraging them to manage business travel.

Mobile Device Usage

- Nearly three quarters (74%) use laptops more than once a day
- More than two thirds (64%) use smartphones more than once a day, and 45 per cent use them hourly
- Less than 20 per cent (16%) use tablets more than once a day
 - Almost one in five (19%) Albertans use them hourly
 - One third (33%) of respondents from the Atlantic provinces use them more than once a day
- Generally, respondents aged 25-44 use mobile devices most often

Mobile Application Usage

- More than one quarter (26%) do not use mobile applications to plan business travel
- Respondents from Ontario and British Columbia use mobile applications least often to book accommodations (30% and 27%), and plan their itinerary (29% and 18%)
- Respondents from Quebec and Alberta use mobile applications most often for trip planning
 - More than two thirds of Quebec business travellers (68%) use mobile applications to plan their itinerary, half use it to book accommodations (50%), and four in ten (40%) use it to track flights
 - More than half (54%) of Albertans use mobile travel applications to obtain their boarding passes, and just over one third (34%) use them to receive travel alerts and approvals

The Hassles of Business Travel

- Almost one third (30%) of Canadians agree that waiting in lines is the biggest hassle associated with business trips
 - Ontarians are most annoyed with waiting in lines at the airport, hotel, or car rental (38%)
- More than a quarter (28%) of Albertans say a tight travel budget is the biggest hassle
- Quebeckers are bothered by remembering to obtain travel receipts (23%)
- British Columbians find that last minute changes to their itinerary is the biggest hassle (16%)
- The Atlantic provinces are frustrated by finding their way around unfamiliar cities (30%)
- Overall, 25-44 year olds are most concerned with the expense reporting process

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