

Vol. II, No. 8

The Travel Smart Card Revolution

Smart Card capabilities are undergoing dramatic changes that can save businesses billions of dollars per year.

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- · Serve as a conventional charge card
- Collect expense detail associated with each charge transaction. This detail is now largely unavailable, buried in paper receipts (airline tickets, hotel receipts, etc.) — or within the internal systems of travel suppliers.

 Contain logic/rules for identifying preferred suppliers and negotiated terms of service.

Potential Savings

INPUT estimates that there is the potential for \$12 billion in annual business travel savings in the U.S. if detailed travel expense data is collected and managed. This is a conservative estimate and savings could be as high as \$33B (see Exhibit 1).

Exhibit 1

Potential Annual Travel Expense-Related Savings (U.S.)

	Savings Range (\$ Billions)	
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Preferred Supplier Contracts	\$6B	\$17B
Fewer Trips	\$2B	\$6B
Less Expensive Trips	\$3B	\$5B
Reductions in Corporate Travel Management Expenses	\$1B	\$5B
Total	\$12B	\$33B



Changing Functionality

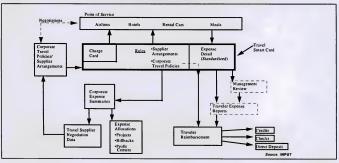
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Exhibit 2 shows the flow and usage of information associated with next-generation travel smart cards. The highlighted area notes the functionality contained within these cards. Activities outside the "bold" box are normal administrative functions that either feed or receive data from the smart card.

Exhibit 2

Next-Generation Travel Smart Card Information Flows



Source: INPUT

Timing of Introduction

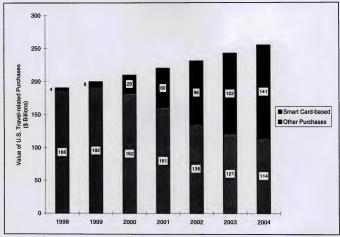
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Exhibit 3 shows the expected penetration by the Travel Smart Card of the business travel market over the next eight years. By 2000, business travel smart cards will be used for \$28 billion in corporate travel purchases (13% of the total).



Exhibit 3





Source: INPUT

Criteria for Implementation Success

The successful implementation of the Travel Smart Card will be largely contingent on:

- Missionary work and sponsorship being undertaken by a small number of organizations (almost certainly card companies)
- "Recruitment" of key suppliers and corporations

INPUT believes that the number of "recruits" necessary for success is relatively small. If,

after a year of usage, 20 airlines, 25 hotel chains and 3 car rental companies participate plus 60 of the "Global 500" corporations are active participants, then travel smart cards will have achieved critical mass and they will be successful.

Opportunities for Services Vendors

There are significant opportunities for vendors of Travel Smart Card-related services.

The opportunities fall into three major areas:



- Outsourcing/processing of Travel Smart Card-related transactions
- Supplying IT professional services and systems integration services
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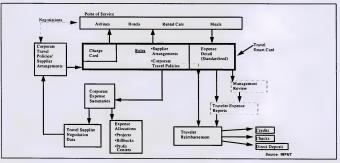
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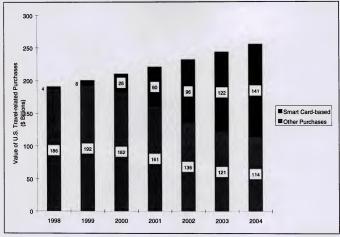
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Exhibit 3

Value of Business Travel Smart Card Purchases in U.S.



Source: INPUT

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Draft approved by Wilson

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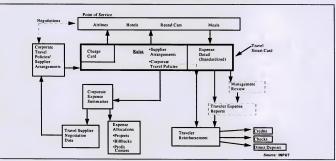
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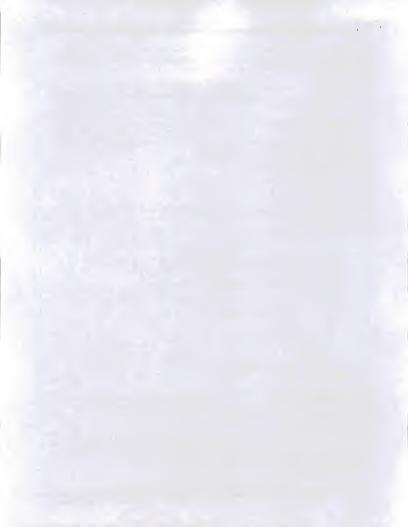
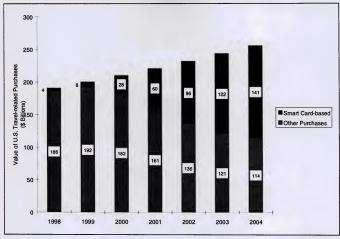


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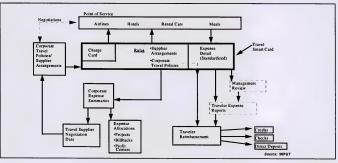
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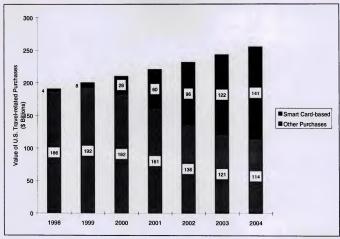
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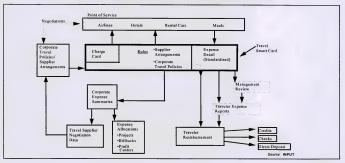
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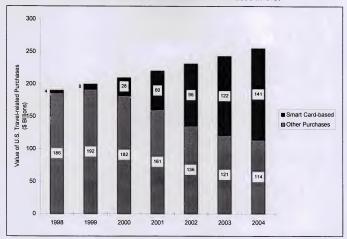
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Within 5 years of use of Travel Smart Cards the worldwide market for these services is estimated to increase rapidly to \$4 billion per year.

This Research Bulletin is issued as part of INPUT's Electronic Commerce Program. If you have questions or comments on this bulletin, please call your local INPUT organization or contact Wilson Haddow at or who main INPUT, 1881 Landings Drive, Mountain View, CA 94043-0848, (415) 961-3300.

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INPUT Distribution Report				As of 12/30/96 Commercial Unit
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			EENS-CNewsletter	2
111303	ANDERSEN CONSULTING	Information Center		
			EENS-CNewsletter	1
3000907	ANDERSEN CONSULTING	Kelly Austin		
			EENS-CNewsletter	1
120580	AT&T S.A.	Sergio Giacoletto		
			EENS-CNewsletter	2
2943	BELL CANADA	Info Resource Center		
			EENL-CNewsletter	2
3001002	BULL S.A.	Catherine Orsini		
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3000781	C&C INTERNATIONAL, LTD	Isao Kishinoue		
			EENS-CNewsletter	2
3000903	CABLE & WIRELESS INNOVATIONS INC.	Susan Griffin		
			EENS-CNewsletter	2
3000932	CENTRAL CONNECTICUT ST. UNIVERSITY	Marcia Vinci		
			EENL-CNewsletter	
120810	DIGITAL EQUIPMENT CORPORATION	Tracy Dyson		
			EENS-CNewsletter	

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120814	DIGITAL EQUIPMENT CORPORATION	Elise McMullin	FFDIS C. Novelene	
3000924	DIGITAL EQUIPMENT CORPORATION	Ranier Jansen	EENS-CNewsletter	
3000955	ELECTRONIC DATA SYSTEMS	Kathryn Hoover	EENS-CNewsletter	
			EENL-CNewsletter	1
3000921	FRANCE TELECOM	Dominique Pasquet	EENS-CNewsletter	
3000921	FRANCE TELECOM AET	Isabelle Recamier	EENS-CNewsletter	
3001000	GE INFORMATION SERVICES	Steve Bell	ELIVONOVICIES	
121291	GOVERNMENT OF INDIA	S.D. Shirdade S/E Gr. 'SE'	EENS-CNewsletter	2
			EENL-CNewsletter	
121209	HITACHI SOFTWARE ENGINEERING	Koji Hayashi	EENL-CNewsletter	
111568	IBM CORPORATION	Ilse Ruckert		
			EENS-CNewsletter	2

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3001038	IBM DEUTSCHLAND GMBH	Kurt Dengler		
			EENS-CNewsletter	
112215	MICROSOFT CORPORATION	Library		
			EENL-C-Newsletter	3
3001076	NTT	Hiroshi Yonekura		
			EENS-CNewsletter	2
121299	NTT AMERICA, INC. P&W	Junichi Kishigami		
			EENS-C-Newsletter	2
3001159	NTT DATA COMMUNICATIONS SYSTEM	Hiroyuki Sakube		
			EENS-CNewsletter	2
3001154	NTT DATA CORPORATION	Hidekazu Enjo		
			EENS-CNewsletter	1
3000986	NTT DATA INSTITUTE MANAGEMENT CON	SUL Kenji Hiramoto	EENS-CNewsletter	The same of
			EENS-C-Newsletter	
3000931	SALT RIVER PROJECT	Patrick R. Cassidy	EENL-C-Newsletter	,
	SIEMENS BUSINESS SERVICES GMBH & CO.		EENL-C-Newsletter	
3001117	SIEMENS BUSINESS SERVICES GMBH & CO.	OH Alexander Grueter	EENS-CNewsletter	
	SIEMENS NIXDORF INFO. SYS. AG	Friedrich Froeschl		
3001117	SIEMENS NIADORF INFO. SYS. AG	Friedrica Froescal	EENS-CNewsletter	1
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Order#	Company Name	Name	Project	Quantity
120606	SITA	Library	EENL-CNewsletter	
3000987	TOSHIBA CORPORATION	Hidekazu Izumi	EENS-CNewsletter	2
121246	тоуота	Arihito Moriya	EENL-C-Newsletter	1001
121286	TSC	Diann Bilderback	EENS-CNewsletter	2
3000875	UNISYS CORPORATION	Henry Foxwell	EENS-C-Newsletter	2
3000933	US WEST COMMUNICATIONS	Dan Wilking	EENL-CNewsletter	1
3001099	US WEST COMMUNICATIONS	Linda L. Wright	EENS-C-Newsletter	
3001077	Z INTERNAL - COMMERCIAL	Mike Dishman	EENS-CNewsletter	1
111024	ZZ INTERNAL - COMMERCIAL	Sales Library	EENS-CNewsletter	1
111027	ZZ., INTERNAL - COMMERCIAL	Library	EENS-CNewsletter	2



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121019	ZZ INTERNAL - COMMERCIAL	Brad Meinert	EENS-CNewsletter	1
121020	ZZ INTERNAL - COMMERCIAL	Program Mgr	EENS-CNewsletter	1
120035	ZZ INTERNAL - COMMERICAL	Wilson Haddow	EENS-CNewsletter	1
111028	ZZ INTERNAL - FRANCE	Library - Sales	EENS-CNewsletter	5
111038	ZZ INTERNAL - GERMANY	Frank Solbach	EENS-CNewsletter	5
111034	ZZ INTERNAL - JAPAN	Library	EENS-C-Newsletter	3
111029	ZZ INTERNAL - NEW JERSEY	Office Manager	EENS-CNewsletter	5
111030	ZZ INTERNAL - UK	Library/Stock	EENS-C-Newsletter	
111031	ZZ INTERNAL - VIRGINIA	Phantom Sales Person	EENS-C-Newsletter	5
111063	ZZ INTERNAL REG. OF COPYRIGHT	Dep & Acq Div-LM438C	EENS-C-Newsletter	2

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3000853	IBM CORPORATION	Ilse Ruckert	GBRB-CReport	2
3000962	NTT	Akira Yamada	GBRB-C-Report	2
3001159	NTT DATA COMMUNICATIONS SYSTEM	Hiroyuki Sakube	GBRB-CReport	1/2
3001117	SIEMENS NIXDORF AG	Robert Gogel	GBRB-C-Report	Office
3001117	SIEMENS NIXDORF AG	Louise Morgan	GBRB-CReport	
3000918	TOSHIBA	Osami Kitagawa	GBRB-CReport	2
3000993	UNISYS	Glen Santmire	GBRB-C-Report	2
111024	ZZ INTERNAL - COMMERCIAL	Sales Library	GBRB-CReport	X
111027	ZZ INTERNAL - COMMERCIAL	Library	GBRB-CReport	2
111631	ZZ INTERNAL - COMMERCIAL	John McGilvray	GBRB-CReport	X

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