

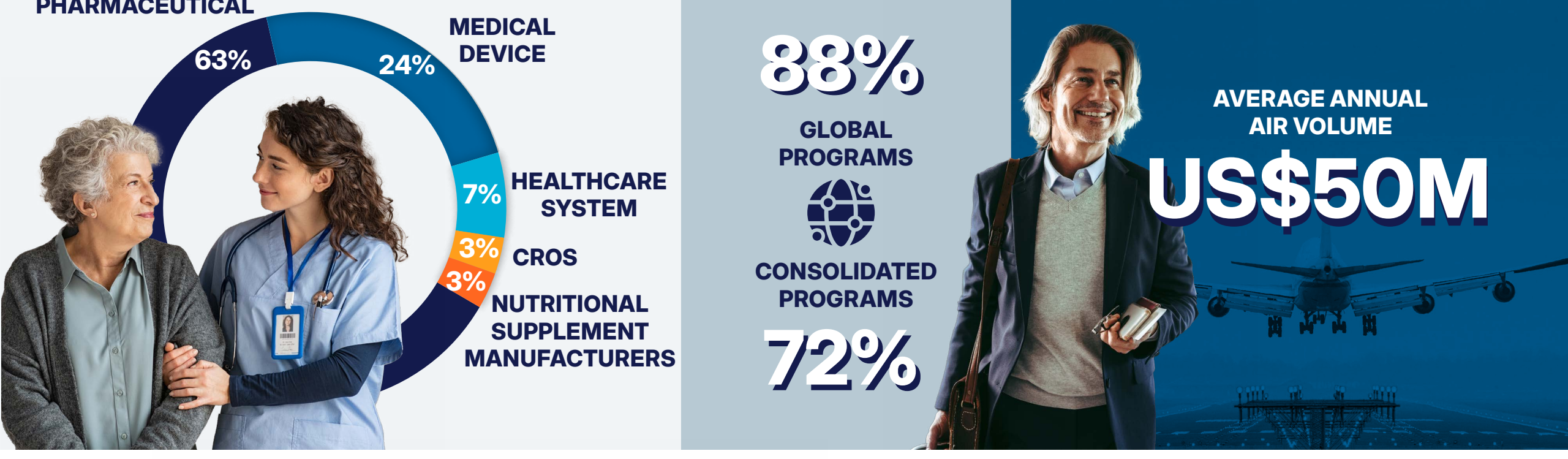
# Life Sciences Benchmark

## SURVEY SUMMARY

**The goal:** This survey explores travel program benchmark data of life sciences organizations for the purpose of providing insights into processes, configurations, achievements and opportunities for innovation and progress.

**Methodology:** The results are based on an online survey of 32 BCD Travel life sciences customers. Responses were provided by BCD global program managers.

### Respondent Profile



“ We’re proud to report global consolidation to BCD Travel from a starting point of over 25 TMCs. ”

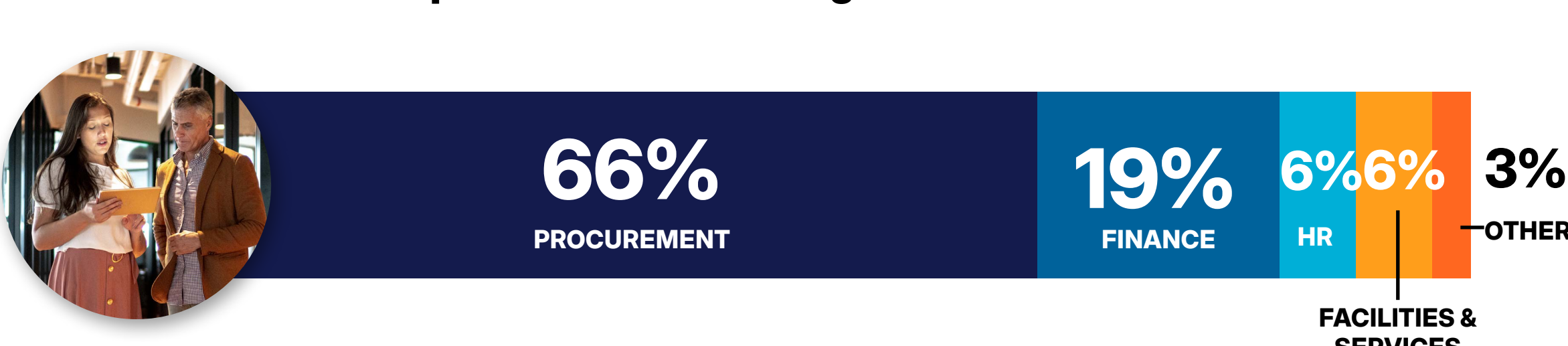
### The biggest achievements within the past 3-5 years



### The highest priorities for 2025



### Where does Travel report to within the organization?



### Policy and Compliance

Top 3 KPIs measured:



- 94% have a lowest logical fare policy
- 91% have a global hotel program in place
- 26% consider sustainability or environmental impact within their policies

### Innovation

- 16% are participating in an NDC trial
- 71% invest in diversity efforts
- 48% employ virtual collaboration technology



### Technology

Top 3 ways life sciences organizations use TripSource, BCD's total trip management platform:

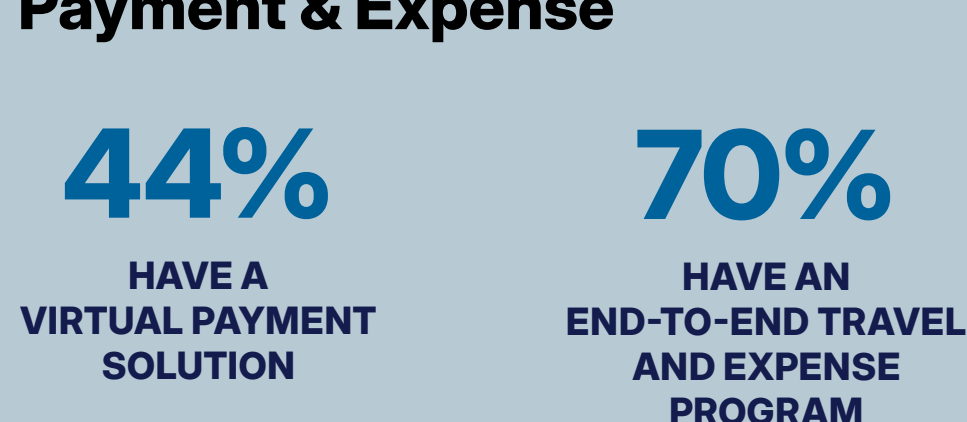


“ The use of TripSource has allowed for highly effective policy and engagement messaging. ”

### Duty of Care

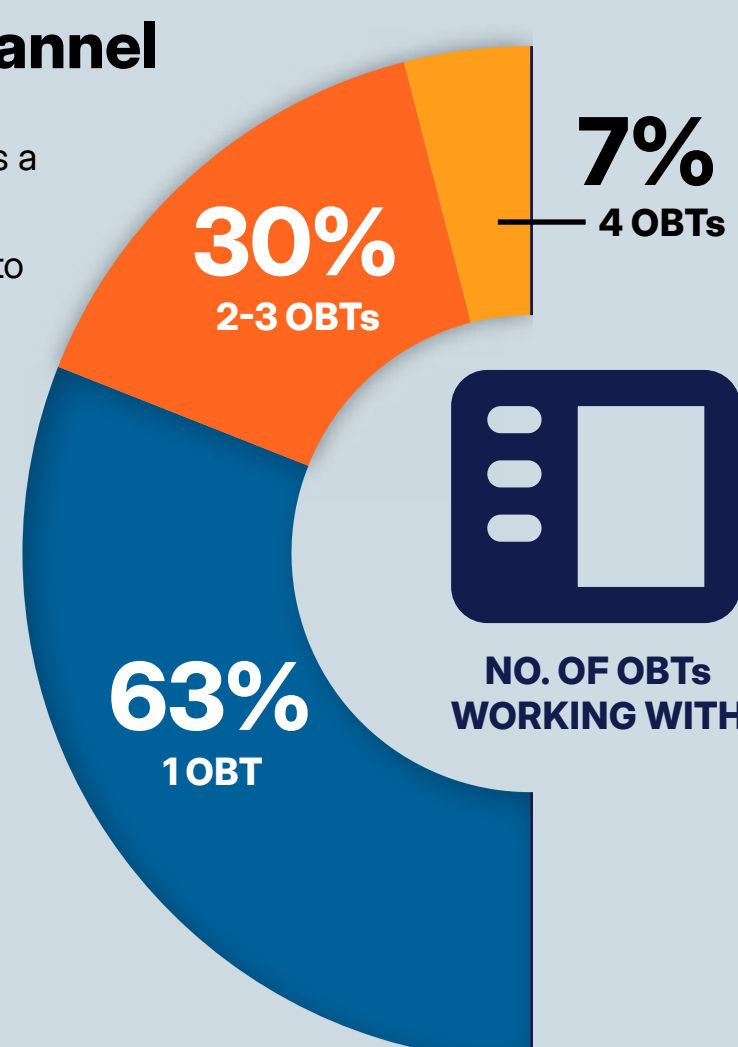


### Payment & Expense

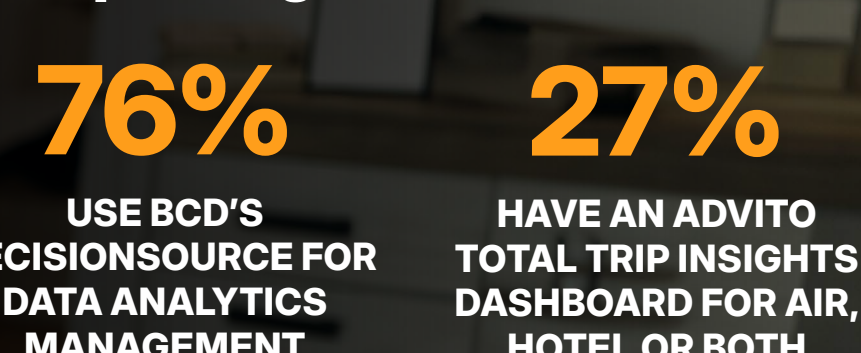


### Booking Channel

- 96% use Concur as a preferred OBt
- 22% allow guests to book online
- 39% of customers are currently using merchandising strategies in their OBt; 11% have it under review



### Reporting



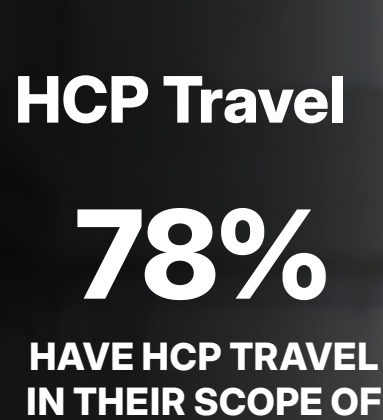
“ We are exploring Advito Total Trip Insights to meet supplier targets, change traveler behavior, identify program leakage and benchmark performance. ”

### Meetings & Group Air

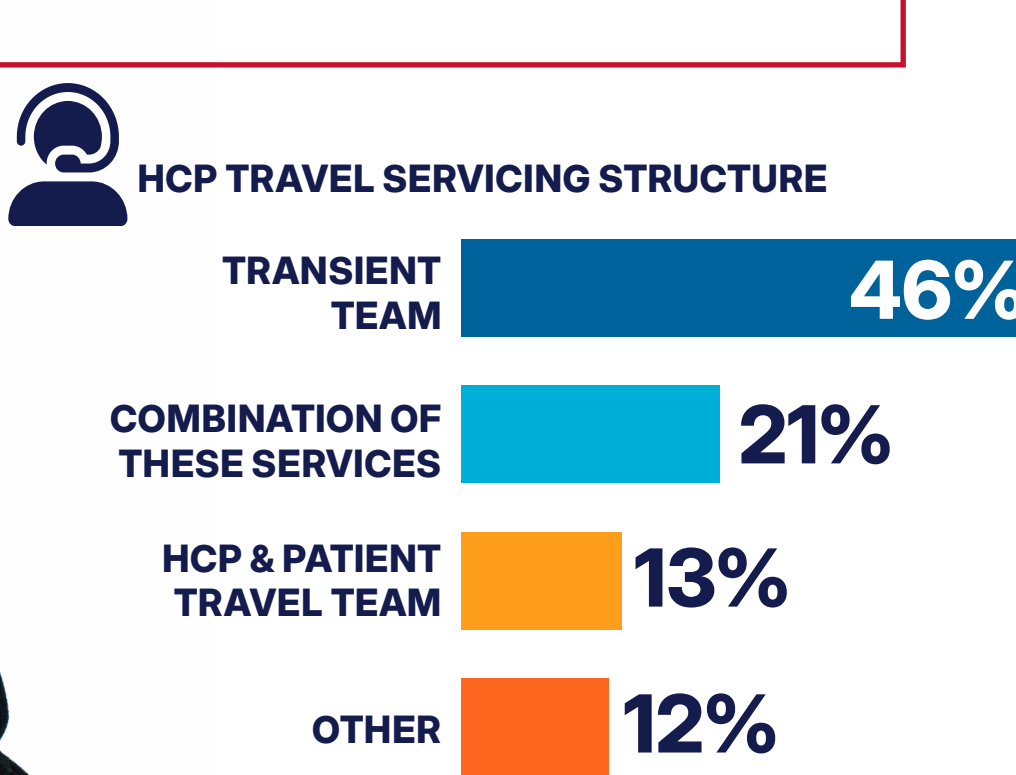
- 77% of customers have a defined Meetings program
- 82% use a Meetings technology tool, and 96% of this group use Ovent



### HCP Travel

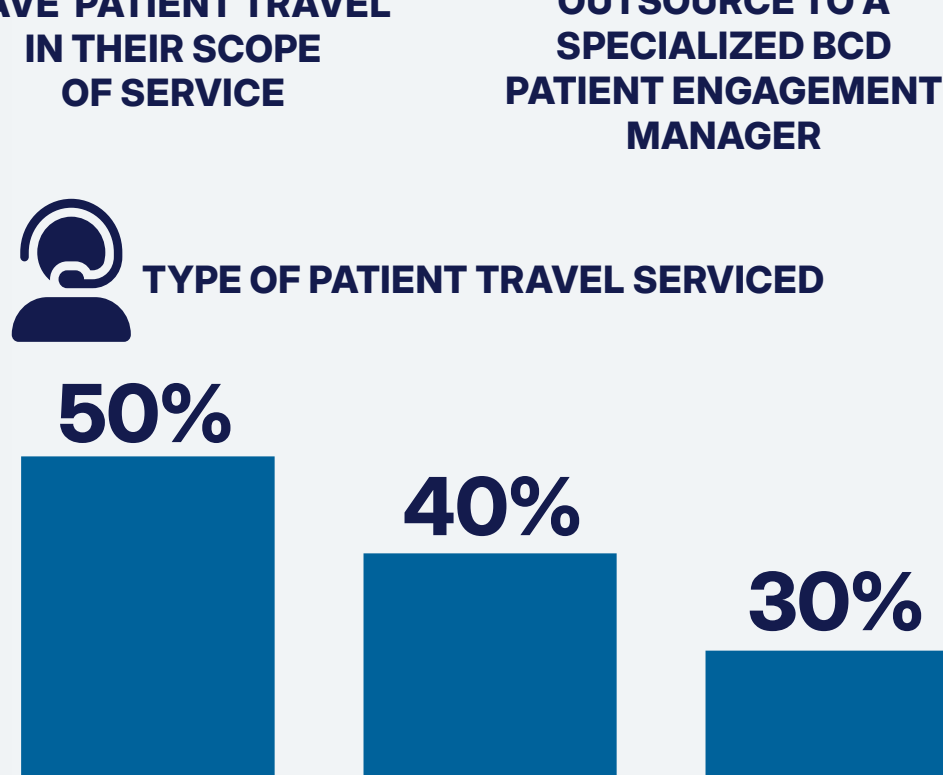
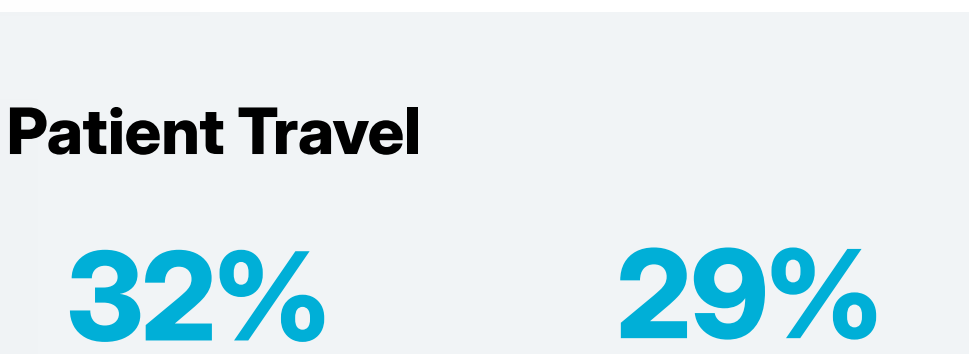


“ Great strides have been made in elevating the HCP experience. ”



“ Enhancing accessibility efforts to create a more inclusive and high-quality experience is at the forefront. ”

### Patient Travel



Discover more about our seamless travel and meetings solutions tailored to employees, healthcare professionals and patients in the life sciences industry.

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