



Navan Releases Extensive NDC Savings Index

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*Analysis reveals larger NDC-enabled travel programs could see up to six-digit annualized savings**

PALO ALTO, July 25, 2024 — Navan, the all-in-one solution that makes travel and expense easy, today announced the release of the Navan NDC Savings Index, a comprehensive analysis of the impact of scaled NDC utilization for corporate travel programs. The in-depth analysis explores NDC bookings from 12 airlines and millions of flight options to understand the state of NDC today and quantify how much companies with access to this content could save.

"There's a huge difference between simply enabling NDC versus what Navan is doing, which is leading the way with an NDC roadmap that drives the industry's modernization efforts forward," says Rich Liu, CEO of Navan Travel. "As a tech company, we're designed to quickly adapt to new technologies. Being an early adopter of NDC has allowed us to create a standard for how TMCs should optimize NDC content. The NDC Savings Index is the result of those efforts — illustrating the potential savings and traveler value of NDC done right."

Most major airlines already offer (or plan to offer) differentiated NDC content as they continue to leverage the technology's unique ability to improve communication between carriers and customers.

To better understand the impact of these advances, Navan analyzed the data from flight bookings made on its platform over a three-month period (Feb. 16 – May 16, 2024). The compiled results offer an insightful deep-dive into the potential value of NDC by uncovering NDC booking trends (global, regional, and per airline), cost-savings opportunities, and insights from individual airlines.

Key findings:

- **Nearly one in four flights booked on Navan in May was via NDC:**
 - In the U.S., which leads globally in booking volume on Navan, NDC represented approximately 24% of all flight bookings.
 - In Europe, where a single airline is often dominant per country, NDC accounted for nearly one-third (31%) of all flight bookings on Navan.
- **Larger travel programs with NDC access could see up to six-digit annualized savings:** Certain customers with NDC-enabled content saw **potential savings per airline ranging from 3.3% to 16.6%**, thanks to avoided GDS surcharges, as well as access to additional price points and exclusive fares.
 - Depending on the route, Navan data show that up to 57% of fares published by an airline could be missing from a booking tool — leading to a larger share of fares outside a travel management tool than in, creating leakage and potential distrust from employees, as well as a lack of visibility and further overspending.
- **As NDC adoption increased, so did traveler satisfaction:** As access to NDC content was made broadly available, Navan's Net Promoter Score (NPS) — a measure of customer satisfaction and loyalty, where scores above 30 are considered high — consistently increased during the test period.
 - Navan's NPS is up 13% this year and currently sits at 43 for Navan's flight platform. (This score includes post-booking changes and in-trip experience.)

"With all the changes in the industry, we needed a platform that was agile enough to accommodate new technology and processes," says Melissa Watson, Group Travel & Corporate Events Director at Informa. "Informa is now seeing good savings from NDC via Navan; we're on track to save around \$215k this year."

The NDC Savings Index showcases Navan's industry-leading integrations with NDC content now from [15 global airlines](#). Navan connects to as many providers as possible to guarantee suitable content at the best possible price — without compromising on user experience. Leveraging AI and factoring in customer company policy, personal preferences, and optimal pricing, Navan dynamically displays relevant booking options to customers. NDC content is optimized so that travelers benefit from the same self-serve capabilities expected from GDS bookings (such as flight changes, cancellations, and more) — all online and without the need for additional agent support.

"Navan's journey with NDC and American Airlines began as early as 2018, and a lot of work has been completed to define NDC and create an experience that meets the needs of modern business travelers," says Anthony Rader, Director of Airline Retailing Technology at American Airlines. "Through Navan's efforts, they have been able to provide our mutual customers more choices with bundles and ancillaries, a seamless booking experience, and added servicing benefits."

To learn more and view the full report, please visit <https://navan.com/resources/reports/ndc-savings-index>

*Projected savings will vary by customer and are based on overall utilization, including factors such as flight spend, flown airlines, and more.

About Navan

Navan is the all-in-one solution that makes travel and expense easy so you can focus on being there, not getting there. Say goodbye to spending hours on the phone trying to change your flight or saving stacks of receipts to manually input expenses. From EAs and finance teams to travel managers and employees, Navan empowers people to concentrate on the things that matter most to them — all while providing companies with real-time visibility, savings, and control. Learn more at navan.com