

## The Hidden Productivity Drain: Travel Admin Overwhelms Nearly Two-Thirds of Business Travellers

*New research from Trainline Business highlights how simpler systems and a single booking platform could free up time for revenue generating work*

Almost two-thirds (63%) of business travellers feel overwhelmed by travel admin, as fragmented booking systems force workers into inefficient workarounds. The findings, as revealed by Trainline Business, highlight how outdated tools are leading to unhelpful booking behaviours, which slow down day-to-day work and directly undermine productivity.

According to the research, two fifths (40%) of business travellers gravitate towards familiar booking choices, even when they are not the most efficient, while 62% feel that they spend too long comparing travel options. This adds unnecessary friction, disrupting workflow and diverting attention from core tasks, with almost six in ten (58%) admitting travel tasks divert focus away from their day-to-day work.

### The solution to simpler travel is clear to employees

While the problem is widespread, business travellers are clear on how to make the booking and management process easier. Nearly four in ten (39%) say having one trusted platform would reduce friction, while 35% want a simpler system that is more convenient to use. Three in ten (30%) say fewer steps in the booking journey would make a meaningful difference.

There is also strong demand for clearer guidance at the point of decision making. More than two thirds (67%) agree they would make quicker decisions if their company's travel booking system provided clearer recommendations. This reinforces the role of better tools in accelerating work and boosting confidence.

### A correlation between ease of booking and tangible business benefits

There is a notable payoff for businesses that take a proactive approach to simplifying travel. One third (33%) of travellers say that having a single platform with clear guidance and centralised information would free up time to focus on revenue generating work. Such a platform would also help employees to:

- be more willing to travel when new opportunities arise (28%);
- have greater confidence to plan growth focused trips at pace (28%);
- explore new markets or regions more easily (28%);
- respond more quickly to new opportunities (27%).

Commenting on the research, **Sophie Fleming, Global Head of Trainline Business**, says: *"Business travellers want fewer steps, clearer guidance when booking, and ultimately, simpler journeys. Our research shows that clunky, overcomplicated systems quickly turn travel admin into a drag on productivity. By unifying rail content, policies and recommendations in one trusted platform, businesses can cut admin time and help employees focus on the work that really matters."*

Trainline Business provides a simple, unified platform designed to remove friction from business travel. By bringing bookings, policies and guidance into one place, it supports more efficient decision-making and helps organisations build consistent, productive travel habits.

**Ends**

**About the research**

The research was conducted by Opinium on behalf of Trainline Business in January 2026. It surveyed 1000 UK workers who travel for work (outside of their usual commute) between 08.01.26 and 13.01.26.

### **About Trainline Business**

Trainline Business is the dedicated train travel platform built for companies, designed to make business travel smooth and simple. Through its unified platform, businesses can access corporate fares, smart travel policies, actionable CO<sub>2</sub> insights, consolidated reporting and cost-saving tools such as SplitSave. Travellers can book using the familiar Trainline app, switching easily between personal and business profiles. Free to set up and trusted by more than 30,000 businesses, Trainline Business is built around a mission to make rail the smart, effortless and sustainable choice for work travel.