Value of Managed Travel Program

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# What Is A Managed Travel Program?

A managed travel program is a disciplined approach to achieve strategic business objectives, quantitative cost and carbon savings, mitigate risk, and deliver optimal service levels

HANDLES EVERYTHING CONCERNING BUSINESS TRAVEL

PROVIDES ADVANCED TRAVEL SOFTWARE AND HUMAN SUPPORT
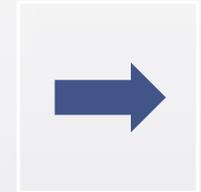
SIMPLIFY THE TRAVEL AND EXPENSE PROCESS

MATRICS AND STANDARDS

SUPPLIER STRATEGIES

Benefits of A Managed Travel Program

- Travel Policy Adherence

- Consolidated travel data

- Cost/Budget Control enabling greater visibility on the overall travel spend of the company in a controlled environment – department-wise, location-wise, etc.

- Access to corporate negotiated deals which are tailored to our business needs

- Efficient Booking process which allow colleagues to make changes to existing bookings 24/7, cancellations and refunds

- Duty Of Care & Risk management

  - Send alerts, one-on-one communication when flights are cancelled or in case of emergencies

  - Monitor and locate employees on the road with 24/7 travel dashboards

  - Get access to medical and evacuation service

- Measure and reduce environmental impact of business travel

End-to-end Managed Travel Program

A managed travel program is viewed from two different perspectives

Traveller's
end-to-end experience

Programme optimisation &
meeting the organisations
control obligations

Traveller

Understanding the total trip as a practical experience by walking in the traveller's shoes, identifying each component section of a trip

Is there an agile booking process in place?

Is there a comprehensive list of preferred suppliers?

What is the experience from home to airport?

What is the experience through immigration and at the airport?

What is the flight and accommodation experience on?

Is there support for trip changes and disruptions including after-hours?

Is there an easy expense and reimbursement process?

Complexity which corporates are facing...

208 IATA carriers have not adopted or announced NDC strategies

92 IATA carriers operate via a hybrid of EDIFACT and NDC

Airlines are following different standards, complicating the build process

Increased Cost (inflation and higher trip cost)

Data (regulatory and sustainability)

Technology readiness (distribution)

IATA versions

Up to version NDC standard 21.3 vs most on version 17.2

8 different standards used

New certification "ARM Index" :

62 carriers have some level of certification and operating at different levels

Airline generally outsource development of NDC standards:

30 are certified by IATA

Range of OBTs complicates adoption

Egencia, Neo, Concur, Citrix, GetThere, Serko, Deem, etc

Lack of a standard, each of these are having to solve for individual airlines, one at a time.

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TMC   NDC   IATA   GDS   OBT

NDC only works on graphical interfaces; while offline desktops, such as Egencia are ready, the industry needs to do significant work to migrate GDS-based cryptic solutions to new graphical interface.

As the POS tools start incorporating NDC content alongside EDIFACT content, booking flows need to change and importantly, mid-back-office systems adapted to read from the various POS solutions.

Consolidation of ground transport (Responsibility and ability to capture accurately)

Adherence to travel policy

Hotels (access to content & rates w/o manual process)

Rail (modern retailing, new way of distributing content and fragmented way of booking)

Complexity facing corporates…..
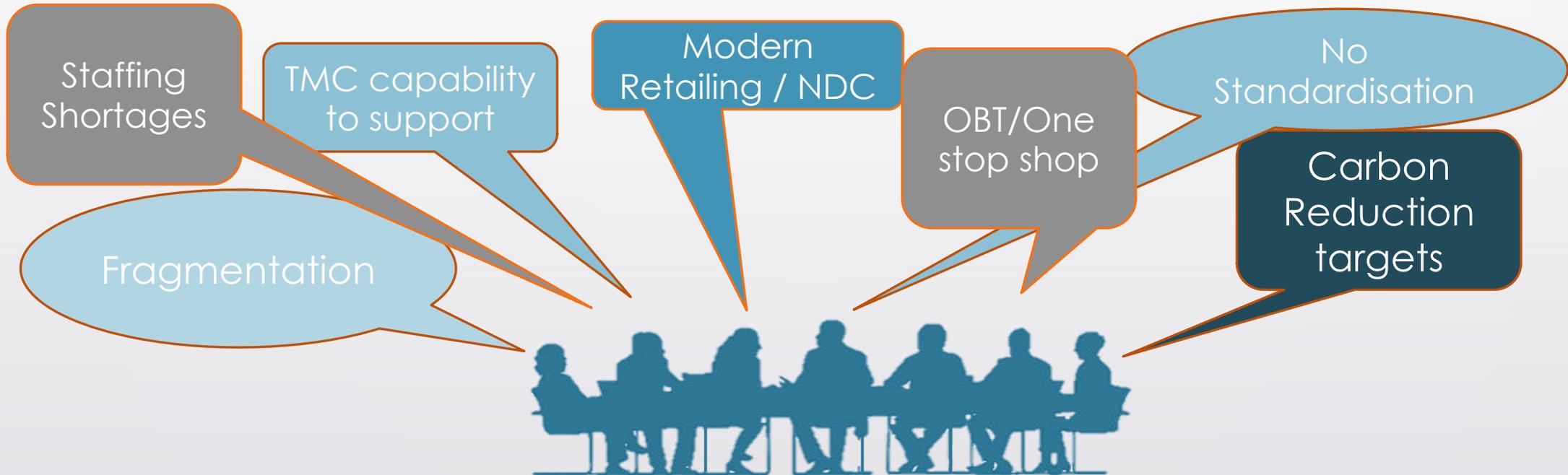
Complexity facing corporates…..

Consolidation of ground transport globally (Responsibility and ability to capture accurately)

NDC - Airlines are following different standards, complicating the build process for both TMCs and OBTs

Hotels/Serviced apartments (access to content & rates w/o manual process)

Tech innovation and readiness to support new distribution channels

Rail (fragmented booking processes)

Increased Cost (Higher average trip cost)

Data Accuracy (to meet spend, regulatory and carbon reporting requirements)

Travel Policy Adherence

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Complexity of data beyond spend reporting

Organisational impact of not being able to accurately report our spend can be quite significant

ORGANISATION IMPACT

Tax

Duty of care

Cross Border & Immigration

Partnership & Co-Brand

ESG KPIs

PROGRAM MANAGEMENT

Project ROI

Contract Obligations

Policy Compliance

Supplier Performance

Fraud Detect

#### SPEND CONTROL

Spend Reporting

Behaviour Analytics

Budget Control

What next ?

❖ We cannot lose sight of the need for a Managed Travel Program

❖ How can we collectively determine how a Managed Travel Program can continue to exist in the ever changing Ecosystem

BALANCE THE NEEDS OF AN ORGANISATION WITH THE GOALS OF THE SUPPLIERS WHO SERVE THEM
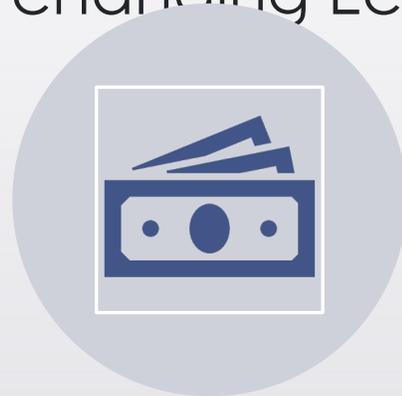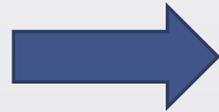
STREAMLINE PROCESSES ENABLING ORGANISATIONS TO CONTINUE TO MEET BOTH DUTY OF CARE AND CONTROL OBLIGATIONS

CONVENIENCE & COMFORT OF THE TRAVELLER WHILST ENSURING THEY REMAIN COMPLIANT WITH THE ORGANISATIONS POLICIES.