

THE EVOLUTION OF TRAVEL MANAGEMENT

NATALIE GARDNER

Senior Global Travel Manager

ELECTRONIC ARTS



THE EVOLUTION OF TRAVEL MANAGEMENT



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Head of Travel
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Senior Global Travel Manager
ELECTRONIC ARTS



GEMMA KING

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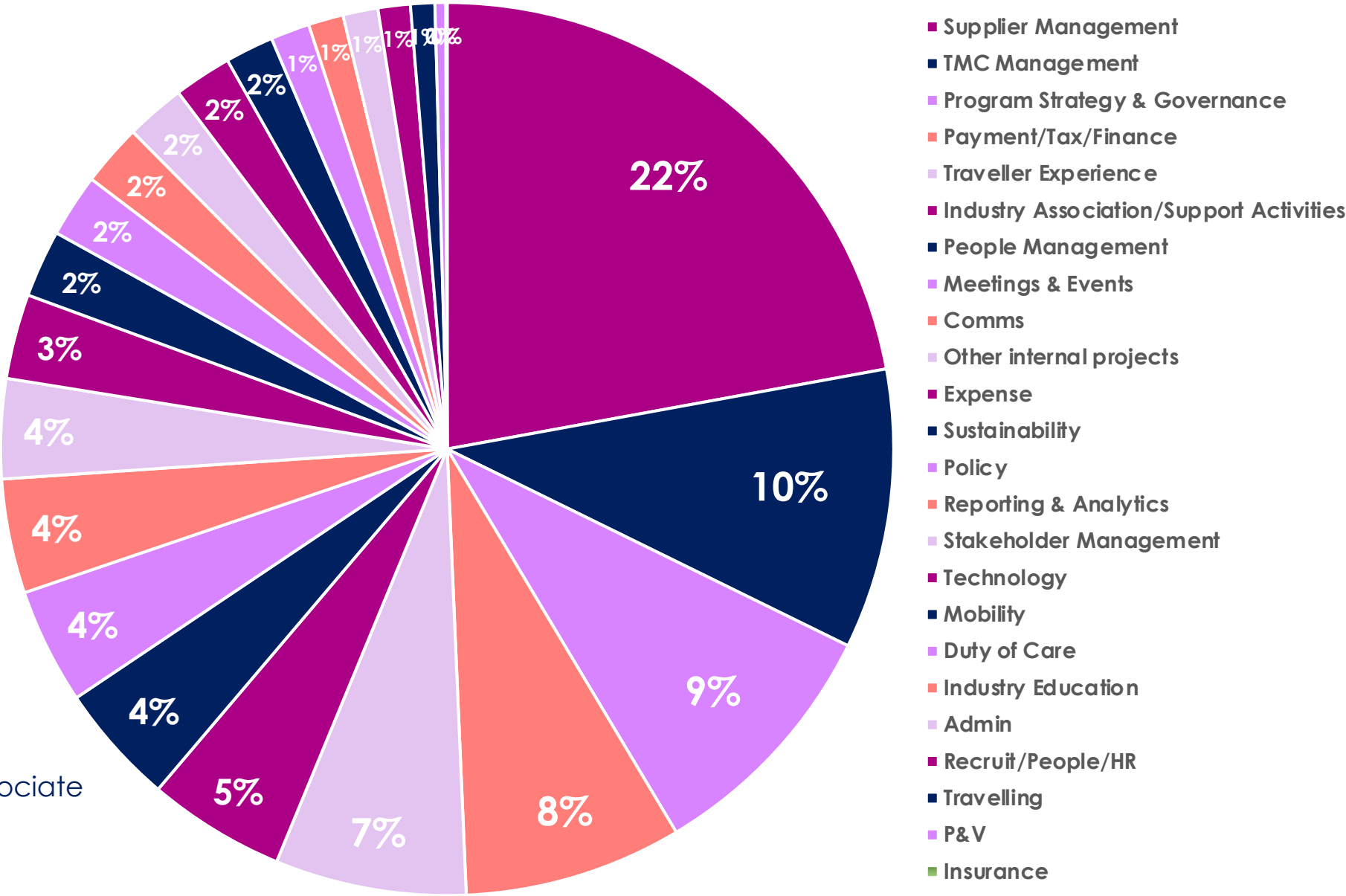
Global Travel Category Mgmt
Travel, Expense, Tech, Events, Payments
ANGLO AMERICAN

**A MONTH
IN THE
LIFE...**

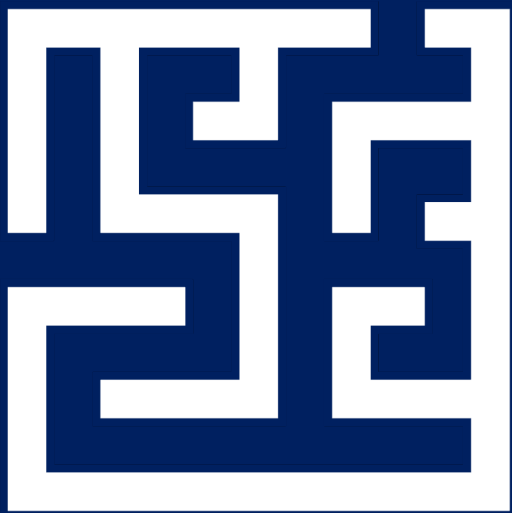
**WHAT WE
ACTUALLY
DO**

TRAVEL MANAGER SURVEY RESULTS

Sent to all ITM Board Director & Associate
Travel Buyers, response rate = 46%
Tracked time spent last 4-5 weeks



A NEW PROGRAM MEASUREMENT?



WE'RE ALL DIFFERENT!

Is there alignment beyond program
size & spend?

A new 4-blocker for thoughtful
alignment?

A new measure of a successful
partnership

Encourage and have courage to
ask “why”?

TABLE DISCUSSION with Q&A



WHAT DO YOU THINK?

Take 10-minutes to discuss as a table



WE'D LOVE TO HEAR YOUR THOUGHTS!

20-minutes for Q&A & an opportunity to share your discussion

WRAP-UP

Is there a need for Evolved Program Measurement?

Is there a Broader Travel Manager Survey?

REFERENCES & READING

“FUTURE ROLE OF A TRAVEL MANAGER” - ITM Whitepaper

“TRADITIONAL vs. TRANSFORMATIONAL TRAVEL MANAGEMENT” – Caroline Strachan

RADICAL CANDOUR – Kate Scott

SUPPLIER WHITEPAPERS - FCM & AMEX GBT

BREAKOUT ROOMS - ROUND 1

**UPGRADING TRAVELLER
ENGAGEMENT**
A FLASH WORKSHOP

AMEX GBT

**KENSINGTON
SUITE**

**ABOVE THE
PLENARY ROOM /
TAKE STAIRS IN THE
CORRIDOR**

AHEAD OF THE CURVE
FUTURE-PROOFING TRAVEL
PROGRAMMES

NAVAN

**CLARENCE
SUITE**

**DOWNSTAIRS NEXT
TO THE ITM
RECEPTION DESK**

**SMALL MEETINGS
BIG IMPACT**

**TROOP
TRAVEL**

**AMBASSADOR
SUITE**

**OFF THE MAIN
HOTEL
RECEPTION**

BREAKOUT ROOMS - ROUND 2

FUTURE OF MEETINGS
CHALLENGES
SOLUTIONS & INSIGHTS

HUBLI

**CLARENCE
SUITE**

**DOWNSTAIRS NEXT
TO THE ITM
RECEPTION DESK**

**REVOLUTIONISING THE
TRAVEL INDUSTRY:
WHAT IS THE FUTURE FOR AI**

LOKULUS

**KENSINGTON
SUITE**

**ABOVE THE
PLENARY ROOM /
TAKE STAIRS IN THE
CORRIDOR**

**WHAT PAYMENT SOLUTIONS
SHOULD I CONSIDER
& WHY?**

VISA

**AMBASSADOR
SUITE**

**OFF THE MAIN
HOTEL
RECEPTION**



empower

AN ITM EVENT