

# Strike the right balance

In a world where everything has become 'remote', 'touchless', 'automated' and 'sanitised', humans still crave personal connection – perhaps more than they want seamless perfection.

Both tech and personal service are so important. The right TMC strikes the right balance. Every time.



## 01 Travel Tech

**Technology has revolutionised the business travel sector** – enhancing and personalising the travel and booking experience like never before.

A new generation of business travellers have come to expect a **frictionless end-to-end business travel experience** from the booking process to check-in at the airport and the hotel, right up to the moment they arrive back home. To cater for these evolving demands, the travel industry has seen exponential tech advancement.

Think facial recognition, contactless payment options, apps, virtual reality and the Internet of Things. TMCs have to keep up – or be left behind.



## 02 Human Capital & Service Delivery

The global travel industry is struggling to keep up with a sudden increase in travel demand – especially after many companies had to let great people go during the lows of the pandemic. It can be difficult to keep up with high expectations from customers.

Customers expect **more information, more communication and more personal service** than ever before. In fact, a new report from Zendesk shows that 80% of customers will switch to a competitor after more than one (50% on just one) bad experience.

'Touch' has never been more important. Technology is an enabler that should enhance service delivery, supporting the personal touch where it matters.

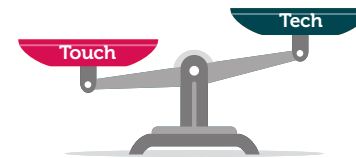


## 03 The Booking Experience

Today's **booking platforms are all about efficiency**. Corporate Traveller's platform is easy to navigate and easy to use. You can book and manage every aspect of your travel on one screen. And in five minutes. **The tech is intuitive**, which means it anticipates what you need, remembers your preferences, and can be customised to your organisation's travel policy.

Bottom line? Your staff are tech savvy, switched on and in control. They just need the right tools.

Tech can save you time and money. And it's never looked this good.



## 04 Traveller Confidence

When it comes to traveller confidence, of course tech plays a part. **Handy travel apps** can save your itinerary; keep travel documents in one place; send you updated travel information (including flight or gate changes) and travel alerts; and even push through destination information (like the weather, where to eat and what to do).

But there is nothing quite like knowing that someone else is in charge if things go wrong.

Corporate Traveller's **dedicated Travel Experts** for the win. They're on hand to handle any queries or changes on your behalf – with an after-hours team instantly available in an emergency.



## 05 Duty of Care

The world of travel has changed. **Traveller tracking is now a non-negotiable**, and TMCs are working hard to bring you the tools and the tech to keep your travellers safe. Corporate Traveller offers traveller tracking, SAM traveller risk alerts, travel risk maps and Sherpa-powered updates on entry requirements and information.

It's a constantly evolving space that we are committed to simplifying, so you can:

- See where your travellers are in real time – anywhere in the world
- View a snapshot of your travellers by risk type, location, and flight number
- Receive critical alerts on incidents or unfolding situations
- Take advantage of instant messaging features and mobile alerts for travellers on the road

Importantly, this tech is backed by a **serious and unwavering approach to risk management** – by people whose sole responsibility is to bring your travellers home.