

Getting the most from travel tech



DEPARTURES



11:40	BERLIN	B0	082B	
12:00	MELBOURNE	K8	005K	
12:05	HONG KONG	H5	087H	
13:00	DAKAR	D3	009D	
13:30	NAIROBI	N8	072N	
14:00	NEW YORK	N1	006N	



CORPORATE
TRAVELLER™



How does technology fit into corporate travel? In a world where everything has become remote or automated, it is increasingly apparent that people crave personal connection more than seamless perfection. Seamless automation and flawless technology have become a non-negotiable asset for any successful company. But what gives businesses an edge is their people.

Technology has quite literally revolutionised the business travel sector and brought about a complete transformation by enhancing and personalising the travel and booking experience like never before.

A new generation of tech-savvy business travellers expect a frictionless end-to-end experience from the booking process right up to the moment they arrive back home after their trip.

To meet these evolving demands, the travel industry has seen innovative technologies emerge.

- **Facial recognition technology** is designed to speed up the process at airports and ramp up security.
- **Contactless payments** have added an extra layer of security to any purchases along the journey.
- **Robot technology** has started to appear at airports and hotels to help with cleaning processes and also to check in customers.
- **Apps** like Corporate Traveller's **Savi** have become smart personal assistants that keep business travellers organised at all times.

Despite this, there is a clear and defined demand for humanity in corporate travel.

Business travellers shouldn't have to fend for themselves when something goes wrong. People love automated, smart digital solutions to take care of basic and predictable tasks, but travel disruptions are when travellers want to deal with a real person. They rely on travel experts with empathy to get everything back on track quickly. A tech-led solution offers scale for basic tasks but can quickly leave your employees frustrated and stranded.

Businesses are searching for ways to strike the perfect balance between automation and human assistance. After all, one can't exist without the other.

Exceptional service everywhere

Whether it's online or in-person, travellers want the same high standard of service and support.

This comes at a time when customers expect more than ever before. In fact, a report from Zendesk states that 57% of customers say they will switch to a competitor after just one bad experience.

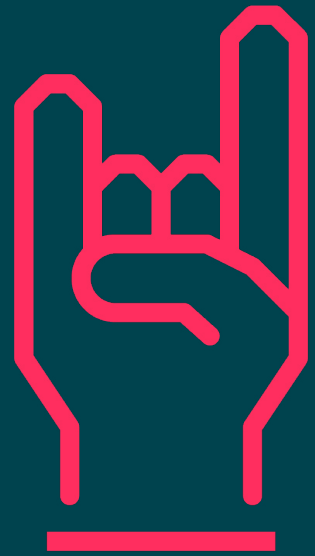
It is critical that the travel industry adopts automated solutions to support a high-quality service experience. Artificial intelligence (AI) and automation are already being used to eliminate human error in the booking and transactional process. Travellers can enjoy a faster booking process, answer routine questions, and receive proactive alerts based on locations, thanks to the latest technology.

Travel bookers can now focus on high-touch interactions when travellers face unexpected delays, cancellations, or other emergencies. During stressful situations, customers want to speak to an empathetic human who can make sense of the confusion quickly and professionally, offering an acceptable solution.

At Corporate Traveller, during our onboarding process, customers will experience our customised combination of tech and personal service first-hand. We deliver training, guide employees through a change management process and troubleshoot technology to make it work for your company. Designing customised solutions that perfectly fit your business is what we aim for.

A stylized illustration of a hotel building with a large 'HOTEL' sign. The building is composed of several vertical sections with rectangular windows, rendered in a light pink color. A large, rounded rectangular sign with the word 'HOTEL' in bold, white, sans-serif capital letters is mounted on the building. The background is a solid dark pink color.

Travel booking that's simpler, faster, and easier



Who books travel for your business? Are you lucky enough to have a dedicated travel manager? For most small or medium businesses (SMEs), travel booking is part of an executive assistant or administrator's role. This arrangement can be stressful or time-consuming if they're booking travel in addition to their main responsibilities.

That's a lot to keep on top of! If you're booking for frequent travellers or many of them, travel tech can help in several ways:

1. Saving time

DIY online booking seems simple, but it still takes an average of 49 minutes to complete one booking. By the time you've compared fares, checked accommodation availability, and secured a rental car, it all adds up. That doesn't include time spent making changes, on hold with call centres, or reconciling expenses later on.

Corporate Traveller's booking technology is easy to navigate and easy to use for maximum efficiency. In 5 minutes, you can book and manage every aspect of your travel (flights, accommodation, or car hire) on one screen. Intuitive technology anticipates what you need, stores traveller preferences, and can be customised to match your travel policy.

Of course, there are times when you just need to speak to someone. Corporate Traveller ensures you have instant access to a dedicated Travel Manager whenever you need additional support. Complex itinerary? Clever solutions? The latest travel restrictions or entry requirements? After-hours support? It's all handled by a very responsive, very human team.

2. Improving data and decision-making

Technology gives you more convenience than ever before, but the most significant development? Data. Imagine the value you'd get from seeing your actual travel numbers all in one place. What are you spending on flights and accommodation? How often does your team travel? Can more trips be planned and booked in advance?

These insights suggest endless ways of finding efficiencies and identifying savings, big and small. Customised dashboards will help you track your travel spend, pull real-time reports, and keep a handle on your budget, while our Travel Manager will help you analyse and interpret your data. Look at travel spend, booking behaviour, and traveller preferences to plan ahead and make more strategic decisions for your travel program.

3. Making travel easier from start to finish

Start smart and finish strong! In-house travel bookers have a lot on their plate in terms of travel requests, approvals, bookings, changes, and post-trip admin. We'll reduce the time your team spends on admin by automating travel processes (for example, instant approvals for in-policy travel) and providing you with monthly statements and reports.



Travel with confidence

When it comes to traveller satisfaction, of course technology plays a part. Handy travel apps can save your itinerary, keep travel documents in one place, and send you updated travel information (including flight or gate changes). You'll also have access to travel alerts and even destination information like the weather, where to eat, and local amenities.

If things go wrong, you know you have personal support you can count on. Ancillary services like visas and travel insurance can get complicated, and you definitely want someone on the end of the line if your flight gets cancelled or your passport disappears.

The human approach applies to your entire trip:

- **Ease of travel:** comprehensive itineraries, up-to-date information, and insider knowledge.
- **Health and wellbeing:** for example, avoiding red-eye flights or long layovers.
- **Travel perks:** lounge access, early check-in, and late check-out.
- **Traveller preferences:** from window seats to vegan meals.



Corporate Traveller's dedicated Travel Managers are on hand to handle any travel disruptions or changes on your behalf, and the after-hours team is instantly available in an emergency. We bring people and tech together to take care of business.



Travel risk management done right

The world of travel has changed. Duty of care has never been more important, traveller tracking is now a non-negotiable, and travel management companies are working hard to bring you the tools and tech to keep your travellers safe.

Corporate Traveller's customised safety dashboards offer:

- **Real-time traveller tracking:** See where your travellers are anywhere in the world.
- **Traveller snapshots** by risk type, location, and flight number.
- **Critical alerts** on incidents or unfolding situations.
- **Planning and coordination:** Identify where your travellers are travelling this week, next week and in 2+ weeks' time.
- **Easy communication:** Take advantage of instant messaging features and mobile alerts for travellers on the road.

This tech is backed by a serious and unwavering approach to risk management. Corporate Traveller's team can give solid pre-trip travel advice, including a country-by-country risk assessment, alerting travellers and travel arrangers to any developments, and actively liaising with local consulates and embassies if needed.

The main takeaway for travel

Looking ahead, signs suggest the corporate sector will continue to grow as businesses pursue new opportunities at home and abroad. With the right travel management partner on board, entrepreneurs and SMEs don't need to feel left behind.

Make this the year to maximise your business travel investment and commit to a travel policy that reflects your business needs and future opportunities.



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