



Office Hours

Ask the Experts

May 14, 2020

Traxo: The control center for corporate travel managers.

Mission to organize & unlock all corporate travel data to empower travel managers

Turn every corporate travel program into a strategic asset



Housekeeping

Recording

Webinar will be recorded and available afterwards.

Check blog.traxo.com in the next few days.

Questions

- Please ask questions using question facility in webinar.
- On topic questions much more likely to get answered by the panelists.

Welcome!



Shani DeSantis

PwC Advisory - Travel Practice

PwC



Susan Lichtenstein

Managing Partner

DigiTravel



Louise Miller

Managing Partner

Areka Consulting

Agenda

What Is Expected In Your New Role?
Insights On Rebuilding Your Program
Recovery and Restart
Q&A

Welcome To The Executive Floor

What is expected of your role now

Susan Lichtenstein
DigiTravel



Travel Leader Pre-Crisis

- Manage relationships both internal and external
- Monitor and enforce policy, travel and expenses
- Manage reporting inclusive of spend, volume trends, exception reporting, budgeting and forecasting.
- Manages team or multiple teams in department of non-exempt and exempt employees.
- Monitor training on Expense, Travel and corporate card processes along with tools.
- Provide continuing analysis and development of technology and systems in area of travel plus expense reimbursement.
- Establish operating goals and plans.
- Perform closely with stakeholders plus experts to assist identify as well as resolve risks and control business problems.



Congratulations you have been promoted Business Of Travel CEO

- Model and setting the company's culture, duty of care, behavior, and values
- Set strategy and direction
- Allocate capital to the company's priorities
- Lead and motivate teams to advance employee engagement develop a high performing managerial team
- Build trust & relations with key partners and stakeholders and act as a point of contact for important shareholders
- Make high-quality investing decisions to advance the business and increase profit
- Maintain a deep knowledge of the markets and industry of the company



Insights On Rebuilding Your Program: Value Chain Options

Louise Miller
Areka Consulting

Managed Travel Process Example



Scenarios for Travel Programs

Scenario 1: Global TMC Platform

Mature but changing due to pandemic

Pros: TMC controls the value chain, leverage TMC buying power to subsidize cost of service, low transparency, minimal control

Risks: TMC chooses distribution set up, less control over program basics, limited customization

Emerging markets: TMC responsible to account for differences

Scenario 2: Hybrid Platform

Operationalize a combination of distribution approaches including direct, aggregator and traditional GDS via rationalized multi-channel strategy

Pros: Creates leverage in the marketplace, exposure to tangible innovations, choices based on value

Risks: Program fragmentation, cost volatility, effort to maintain line of sight, independent resources reliance

Emerging markets: Best in market or global TMC – likely a combination (ex: China vs Africa)

Scenario 3: Open Platform

Dramatic shift in the value chain – 80% bypass GDS, TMC and traditional payments - phased

Pros: Rebuild a new normal, traveler delight, first movers seeing results, TMC still relevant for 20% of program

Risks: Will take a while outside of handful of advanced markets, is there a return on an open ecosystem in the long run

Emerging markets: Consolidate ticketing to reduce points of sale

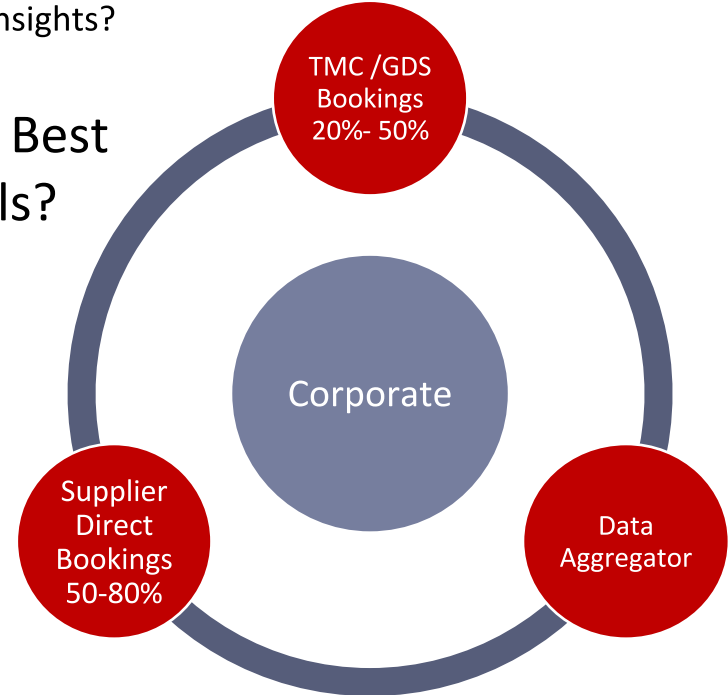
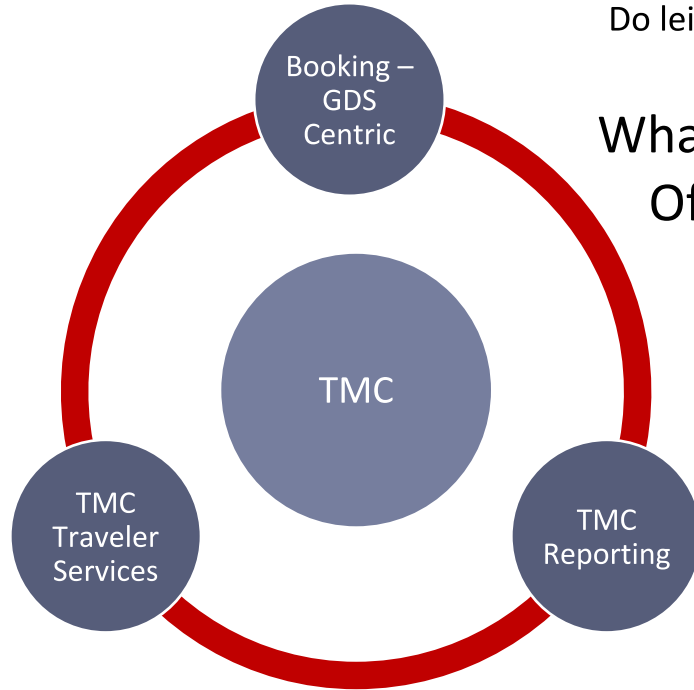
The Big Questions

Are you able to consolidate points of sale and shift high percent to <10 suppliers (hotel and air)?

Are travelers happier with TMC centric or supplier direct channels?

Do leisure habits bring insights?

What About The Best Of Both Models?





Blockskye™

ethereum blockchain
for travel + entertainment



What makes the options viable

Recovery and Restart with Employees in Mind

Shani DeSantis



Short-Term Outlook

Sources Examined (through interviews of travel/transportation companies and thought leaders and research)

12 Industries	10+ Global Gov't & Regulatory Bodies	5 Medical Sources	75+ Periodicals
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- **Uncertainty will continue**
- **The recovery will happen in waves**
- **Monitor and adapt plans and prioritize the pulse of their people while measuring the community's social acceptance**
- **Define a new social contract**
- **Something will go wrong**
- **What are the implications of the close and now how we re-open for our employees?**

Several key themes emerged on what companies are doing for their workforces:



*What we learn from epidemiologists changes every day, requiring corporate fluidity and **monitoring of medical guidance***



*There isn't a single point of truth, so the private sector has an opportunity to emerge as a **leader for societal safety***



*Essential businesses are continuously **adapting in this environment** despite frequent changes in local regulations; agility and rapid response are key*



***Changes in corporate mobility, virtual working, and market conditions** impacting the employee experience will have to be closely monitored and continuously updated*



***Tech enablement will increase safety,** employee/customer engagement and feedback, which can help win back hearts and minds of employees and customers*



*Interruptions to **supply chains are being evaluated** to minimize disruption of critical sanitation and safety tools needed to restart and emerge stronger*

As the industry prepares for pandemic recovery, buyers must shift focus to “what matters most”

- Did the existing Duty of Care program operate efficiently?
 - Are security measures in place to mitigate personal risk?
 - Were there gaps in access to travel booking data/visibility?
 - What data protection practices are in place?
 - Have travel suppliers shared their health, safety and sanitation plans? Do they meet your needs?
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- How are unused tickets, cancellation penalties and other assets being managed?
 - What can preferred suppliers do to reduce your recovery time?
 - What tools are needed to improve employee productivity as they return to work?
 - Does the existing Business Continuity Plan include supplier workforce optimization guidelines?
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- What gaps exist in the current policy?
 - Are you measuring and managing policy compliance?
 - What consequences exist for non-compliance?
 - What policies can be addressed to create additional savings opportunities?
 - Is the policy being executed consistently across all booking channels?
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- How can you quickly mobilize to take advantage of suppliers' desire to resume pre-pandemic travel levels?
 - What levers can be pulled to increase savings and cost avoidance while maintaining quality?
 - How will changing market dynamics affect procurement strategies?
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In the mid-term, attention should be focused on providing safe and productive work environments



Safety and Sanitation Procedures

Post COVID-19 recovery can be accelerated by demonstrating commitment to utilizing and partnering with suppliers that are using proven disinfection technology and **procedures** that will reduce risk of contagion for customers and employees



Employee and Customer Policies

In order to be compliant with governmental guidelines, buyers and suppliers will need to be prepared to enforce **new policies** that support social distancing and the new social contact between customers, employees, and each other



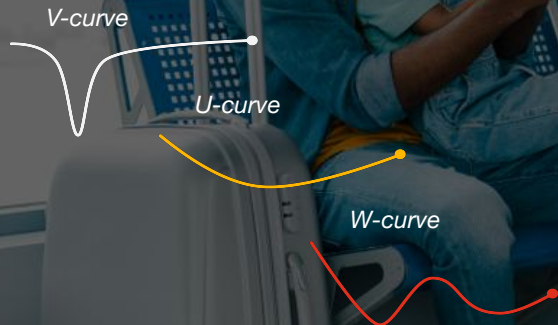
Technology Enablement

Leveraging **technology** as an enabler to expand contactless opportunities, increase remote engagement, and other means of improved safety that provide valuable employee and customer insights that drive iterative strategy improvements

6 - 9 month time horizon

In the long-term, making targeted investments across four key areas is crucial to survival, agility, and resilience.

What does recovery look like?



Prepare to be flexible

Recovery will be staggered and inconsistent by geography and subsector

Given the fluidity of the disease and associated regulations, uncertainty will continue. Providers will need to be prepared to monitor medical and regulatory guidance and adapt to change. Global disruption to supply chains and forecasted economic downturns will significantly impact the road to recovery.

Emphasize consistency

Providers must build a single foundation on which they will focus

Travel providers must commit to executing a consistent, brand-aligned reopen/restart plan globally. Integrating the voice of the employee and customer to “prioritize what matters most” will be key to re-engage effectively.

“Do more with less”

Agility and transformation will be vital to success

In order to recover from COVID-19 retractions, travel providers will need to explore workforce optimization strategies and digital transformation to emerge leaner, stronger, and more efficient than before.

(Re)embrace safety as a brand promise

Creating a “Culture of Care” to increase consumer confidence

Providers will need to shift communication and marketing focus to emphasize commitments to safety/sanitation that maximize convenience, minimize stress, and improve productivity.

9 -12 month time horizon

Q&A





Thank you!

Visit blog.traxo.com. Next Office Hours coming soon.

“Corporate Travel: The Four Stages of Post-Pandemic Recovery”

<https://info.traxo.com/four-stages>