Think ahead before you choose your tech

Travel technology is moving quickly. Here's what you need to know.

For businesses looking to streamline their travel processes, it's critical to understand the current trends in the market. This ensures you stay across the good, the bad and the ugly side of all things technology. What are we seeing?

Overwhelming options

New air carriers are making a splash in the Canadian travel market, and larger brands are pushing back with competitive products. But these shifts can make it more difficult to understand the real value of each option. For decision makers, it's never been more important to ensure travellers have easy access to the best fares and rates.

Flexibility and personality

Travellers want technology that isn't just easy to use, they want it to be personalized. The less time they need to spend dealing with preferences and settings, the more time they can focus on their jobs.

Smart technology

As travel apps become more sophisticated, today's business travellers demand services and systems that anticipate their needs.

Analytics and data

Businesses capture more data than ever these days, but unlocking that value can be challenging. Being able to track and benchmark travel spending data can help businesses more easily identify ways to cut back or increase where needed, based on their unique travel trends.

The best way to combine tech with travel

The most effective way for businesses to solve their pain points and streamline their travel technology is with a sophisticated Online Booking Tool. Take a look at some of these common issues and see how an Online Booking Tool can help solve each one.

How many websites do staff use to book?

If they spend half an hour or more comparing deals, that adds up to hours of time wasted across your team.

Are you getting the best fares?

When your travellers book across multiple sites it means the business is paying much more in booking fees than it should.

Do employees have specific goals in mind?

Are employees told to check for the cheapest flight? Or book the hotel closest to a meeting place, so they save in taxi fares? Without a guiding set of principles around your booking, you can't make the most on online tools to help your business.

Is there a central approval system?

If a centralized approval system is not in place, the decision is usually passed off between departments and can take days to be approved – by which time prices have risen. On the contrary, depending on volume of flights required, bookings can back up if only one person manages them.

Is there any record of data or analytics?

Even if businesses are using multiple online tools or apps, they often don't speak with each other. Decision makers don't have a place where they can analyze and compare detailed analytics, like:

- Annual spend on airfares
- Annual cost of any booking fees
- Annual spend on taxis or Uber
- Average travel time for each employee

The benefits of Concur

With Concur, you control an online booking tool that eliminates hours spent searching for fares that balance budgetary and practical requirements. All of your travel arrangements – flights, accommodation and more – are organized in a fraction of the time.

Complete visibility with YOUR.CT

By consolidating the software you use to organize travel into one simple platform like YOUR.CT, you can plan, book, control and report without the hassle of syncing different software or travel details: it's all done from one place.

Travel Tech 101

There is a better way to manage your travel tech

Instead of relying on separate systems, an integrated technology suite provides a simple way for your travellers to research and book their travel, with negotiated corporate rates.

What's more, by using a booking platform supported by a travel manager, you get more than just an online tool. They also support a business's approval processes and help with reporting visibility.

Why would it be better than doing it myself?

Using integrated end-to-end travel technology will streamline travel processes and create complete visibility of your spending and activity.

For travellers

An easy-to-use online booking tool provides travellers with a choice of booking options that are more likely to be in policy. And if they aren't within policy, managers will be alerted to all out-of-policy bookings either at the time of purchase or later on through travel reporting.

For bookers

A streamlined system to approve any travel requests and the ability to have every single record and invoice in the one system, all at once. This means approvers can easily see where everyone is at any one time, thus reducing risk.

For decision makers

Greater efficiencies, not only from the reduced cost of travel through employees booking the lowest logical fares via the Online Booking Tool, but also productivity gains from employees spending more time on their jobs, and less time on booking travel.

Why use a business travel manager?

Using a business travel management company like Corporate Traveller means you get more benefits than simply using an Online Booking Tool and integrating your technology platforms and products.

In fact, using a booking tool alone only gives half the benefit! A business travel manager can partner with you and share their experience to help craft new policies and rules, among other benefits:

- One contact for the travel process: from booking, to invoicing and reconciliation, an experienced travel manager can identify patterns and insights from all your tech
- The best negotiated rates: a travel provider doesn't just have access to a global network of fares; many negotiate and get the best rates that you can't get on public websites
- 24/7 service: dedicated travel managers offer 24/7 support for last-minute bookings or changes, no matter where they are in the world or what time it is

- Even more tech tools: itinerary managers, document filing and a lert apps for emergencies – plus, business travel managers can train your staff on how to use each one to their full potential

How would an online tech suite work in your business?

A step-by-step walk through

See how tech tools can change every step of your business travel story.

Pre-travel

With so much to do, let's see how an Online Booking Tool can change your process.

Research

Before: Employees spend hours on separate booking websites, researching the best place for them to stay. Booking fees are doubled or tripled as a result – erasing any gain travellers might get from using "cheap" sites.

After: Using a booking tool like Concur, employees are able to login and book multiple aspects of their trip in one place, reducing time and potential booking fees. And because Corporate Traveller's tech tools are customized to the variables of your business and travel policy, employees are more likely to select the right option for their flight or hotel - saving time and money!

Approval

Before: Without an Online Booking Tool or travel policy in place, employees were just expected to remember all the information to book trips and who they need to seek approval from.

Business tech tool	What can we give you?
YOUR.CT	A single sign-on platform that brings all your travel tools together into one easy to manage place. Book trips, run reports, access all your travel info and get travel updates from a simple, easy-to-use dashboard
Concur	A simple, self-service Online Booking Tool for businesses with straightforward travel programs. Access negotiated fares while still receiving full visibility of your travellers
Sam:]	The best way for travellers to manage their itinerary in one place instead of searching through multiple documents, real-time alerts for changes to your flights and relevant suggestions such as destination info
Reporting	Use our benchmark reports to track your policy compliance, analyze your travel patterns and identify new opportunities to save

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After: In tools like Concur, approvals are sent straight to the person in charge. There isn't any back and forth, and the documentation is kept within the system itself for easy recall.

Booking

Before: Employees spend hours keeping documentation all together. This results in a stressful trip if they lose their paperwork.

After: An Online Booking Tool syncs traveller information like passport details, frequent flyer numbers and more into one system like YOUR.CT. Plus, the tool automatically remembers references to reduce the process to just a few clicks.

Travelling

Where is everyone?

Before: Travel bookers can't easily see which team members are in which location.

After: Access live travel alerts and stay on top of any travel disruptions that pop up around the world and get access to traveller tracking reports that pinpoint the location of all travellers in an emergency.

Taxis and travel

Before: Travellers might accidentally book a hotel further away from their destination, then spend hundreds of dollars on taxi fares.

After: A booking tool that includes the company's preferred hotels and details about each property in terms of its location, will help travellers to make smarter choices.

Safety and emergencies

Before: While employees are travelling, they need to keep up to date with emergencies by relying on manual reports or delayed information. And without support back at head office, there isn't necessarily anyone available to help with last minute emergencies, like rebooking flights.

After: The Corporate Traveller Sam chatbot app lets travellers customize notifications for:

- Critical alerts for incidents including natural disasters or terrorism
- Warning alerts for severe weather or political unrest
- Informational alerts for low-risk incidents like flight delays and airline strikes

Plus, 24/7 service means they can help at any point to rebook flights or get last-minute accommodation at best possible prices.

Itinerary

Before: Without a centralized place to see each next booking, employees rely on whatever documentation they had.

After: The Sam mobile app keeps all the information in one place, easy to see at a glance.

Post-trip

Reporting and analytics

Before: How much do travellers actually spend, and how long is each trip? Decision makers can't see any of this information easily, so it takes hours or days to make spending decisions.

After: Using Corporate Traveller's benchmark reports gives you all that information at a glance, meaning decision-makers can make cost-saving decisions immediately. They can decide to cancel trips, or even add new ones – information is power.

We'll take you where you need to go

There aren't many options that can integrate all aspects of business travel into one package — but Corporate Traveller's expert team of dedicated Travel Managers can help you do exactly that.

Using our suite of business travel tech tools, your business can:

- Book hotels, flights, and cars through one portal that remembers travellers' preferences and stores information
- Use a dedicated 24/7 travel manager for advice
- Track usage and trends over time for cost savings
- Use apps to consolidate travellers' itinerary, and alert you when last-minute emergencies occur that affect travel — even gate changes for flights
- Seamlessly check-in through your smart phone

Once you experience this technology in person, it's easy to see the huge benefits it can have for your business.

Do you want to completely transform your booking process? Do your decision makers understand how they can better use detailed analytics? Do your approvers need a dashboard to track where everyone is at one time?

Corporate Traveller has all the technology you need for this and more. Our team understands the importance of real relationships. We're passionate about helping your business meet its goals. Cutting edge technology is part of our story, but it's not the whole story. That's what sets us apart. Contact us for a demonstration today — and see for yourself.

To find out more, visit **corporatetraveller.ca**

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