

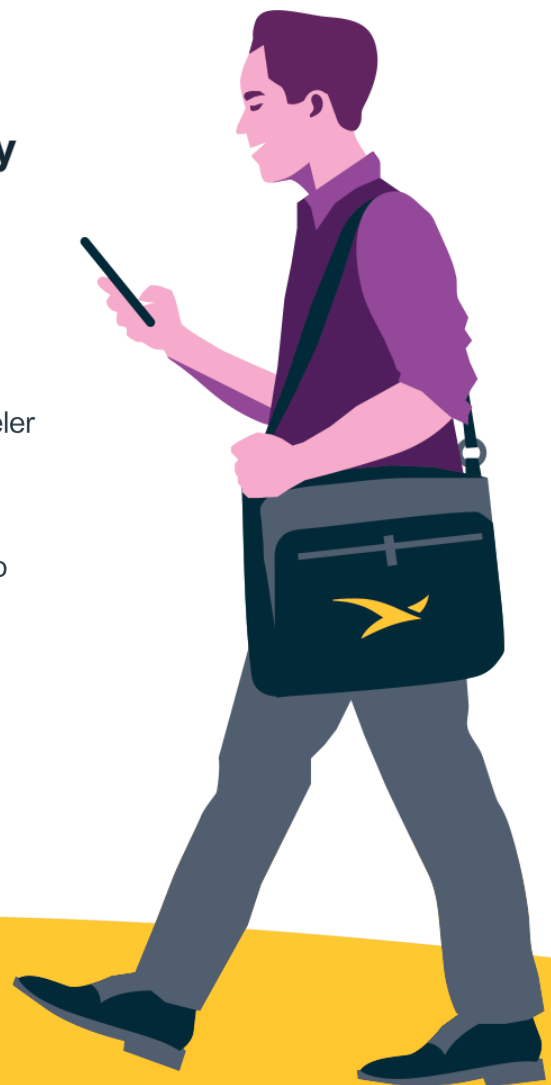
How to find the right TMC partner: The checklist



Can your travel management company (TMC) help you navigate the new normal?

When it comes to corporate travel, businesses need their TMC partners to listen and innovate quickly to support traveler safety, risk management, spend visibility, and savings.

Use this checklist to assess if your TMC has what it takes to help you keep traveling strategically, prioritize safety, and support spending and sustainability goals.





Resilience

Your organization needs to plan for and manage complex travel situations as they arise, so it's vital that your chosen TMC has the durability and experience to help guide your business through difficult times.

At Egencia, we've been helping businesses get where they need to go since 2002. Over the years, we've put our resilience and agility into practice many times. Including offering new and updated solutions to support our customers to appropriately manage travel and prioritize safety through the aftermath of September 11, the 2008 financial crisis, terrorist attacks in Europe, and natural disasters and phenomena including the Eyjafjallajökull volcano eruption in Iceland.



Does your TMC have decades of proven experience navigating complex business travel challenges online and offline? And can it provide you with the following?

- ☐ Support of [expert travel consultants](#) available 24 hours a day, 7 days a week, 365 days a year around the globe.
- ☐ Options to get help when you and your travelers need it. Including call-back services for your convenience.
- ☐ A wealth of satisfied customers who will happily testify to your chosen TMC's expertise, efficiency, and responsiveness.

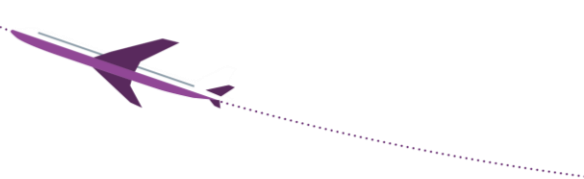


Innovation

You should expect continual innovations from your TMC in order to optimize your travel program and make it as effective as possible. Do you need to reassure travelers and encourage certain behaviors? Save your business time and money? Innovations from your TMC should help you actively achieve your goals and continuously improve.

"Growing businesses need to partner with experts who are both technologically advanced — with a culture of innovation — and trusted, with an existing client base of happy customers."

— Wendy White, VP of Marketing, Egencia



Does your TMC continually innovate to help you do the following?

- ☐ Introduce new measures that can help you meet demands as and when they happen. Your TMC should provide you with the ability to update policy controls, change approval settings for high-risk destinations, and track your travelers' safety online. All of these features should be available in one consumer-like booking tool that your travelers and travel managers want to use.
- ☐ Personalize the booking experience, across multiple devices, including a mobile app, to encourage your business' desired behaviors. At Egencia, for example, if you decide to choose a specific supplier based on their hygiene initiatives, you can then apply your hotel preference in the tool, and we'll bring them to the top of the search list for your travelers.
- ☐ Encourage traveler safety by ensuring your travelers have installed — and know how to use — your TMC's mobile app. Online adoption is vital to ensuring your travelers can be contacted with up-to-date information about their trip, including serving them relevant, timely alerts, information, and critical reminders at the right time and places.



Agility and speed

Your TMC partner needs to have the speed and agility to react to situations rapidly as they unfold in the post COVID-19 environment and beyond. A TMC like Egencia, which develops and manages its own technology, is faster to respond, quicker to implement, and will engage more directly to meet our customers' needs.

Does your TMC own its own technology and directly develop innovative features in-house, or are they white-labeling or reselling another company's technology? Can they help you do the following?

- ☐ React to situations appropriately as they develop. For example, by giving your travelers the option to book, manage, and even self-serve travel cancellations in one user-friendly solution.
- ☐ Update traveler tracking technology to plan for risk management, and support developing travel requirements and restrictions. When borders began closing, and entry requirements became more stringent near the beginning of the COVID-19 crisis, we updated the [Egencia Traveler Tracker](#) technology to show where travelers had been in the last 30 days.
- ☐ Update travel policy at the touch of a button. Your travel managers should be able to update travel policy on the fly to promote both risk and spend management. Meanwhile, your policies should be seamlessly linked to traveler booking within your TMC tool to encourage compliance, and as a result, traveler safety.

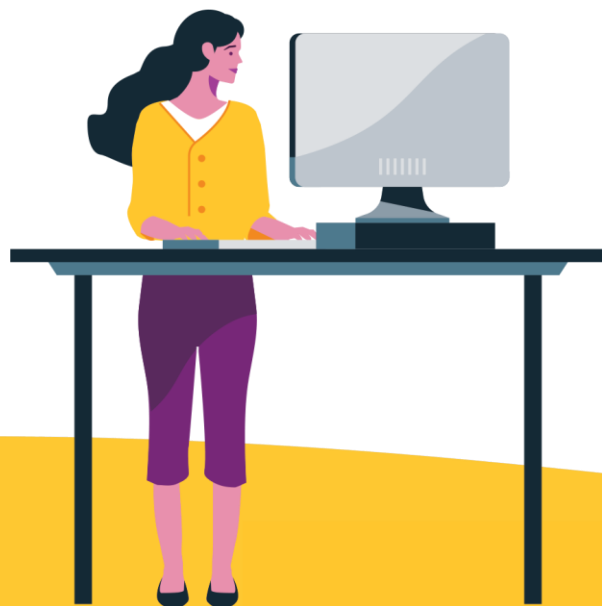


Corporate responsibility

It's important for your partners, including your TMC, to reflect your own company's values. Do you want to get excellent visibility over your business' carbon footprint for travel? How about working with partners who support local and global initiatives to help people in need? Your TMC should be able to help you meet your sustainability goals and wider ethical aims.

“The CO2 dashboard is brilliant for us; it gives us visibility of our carbon impact and the footprint that we have as a business. It helps us to understand and educate our travelers as well. We want to educate travelers on the impact of flying long haul, business class, first-class, or economy. We've all got to play our part in the fight against climate change, and the dashboard gives us actual data that we can then use to influence and change behaviors.”

—Michael McSperrin, global head of facilities and support services at [Alexander Mann](#)





Does your TMC do the following in order to address its own corporate responsibility aims and support your organization's goals?

- ☐ Develop key initiatives that use specific industry influence and partnerships to make a difference. At Egencia, we launched the [Helping Healthcare travel program](#) to help healthcare providers secure hotels for employees who are self-isolating or traveling to COVID-19 impacted areas.
- ☐ Provide a [carbon emissions workspace](#) with dashboards for air and hotels, that provide real-time data on carbon emissions to help companies meet their environmental goals and educate their staff.
- ☐ Operate as a carbon-neutral company. As part of the Expedia Group, Egencia is a carbon-neutral company. Expedia Group offsets our entire company footprint through tree planting and its support of sustainable tourism programs.



Supply and partnerships

Different countries, regions, and suppliers are likely to have their own requirements and goals. You'll want to work with a TMC that can address these needs within their solution and across their lodging and transport offerings. With Egencia, you can access your entire global travel program — including global suppliers — all in one place, to save time and get better traveler safety visibility, no matter where your travelers are based.

“The other thing that Egencia offers is all the different hotels that you guys have that supplement my preferred hotels. The closest other company out there has about 70,000; you guys have over 500,000, which is brilliant.”

— JJ Giachetti, corporate travel manager, [Umpqua Bank](#)



Does your TMC help your business harness a vast corporate travel supply to do the following?

- ☐ Deliver local relevance to your business travel program in over 65 countries, including both local and global content in one booking tool with complete visibility worldwide.
- ☐ Offer your travelers the choice of over 650,000 hotels. Don't expect them to put themselves at risk by traveling across cities to get to their meetings; improve the odds of them finding a great hotel near their meeting location and help them to feel reassured on the road.
- ☐ Provide access to 290 air carriers, 80 rail carriers, and more than 35,000 car rental locations. As things shift in the post COVID-19 environment, you need to meet your travelers' changing demands and respond to any changes in the travel industry with replacements if necessary.

Visibility

Having the right data and insights at your fingertips can make a huge difference to your travel program. You can see how your travelers are traveling, and where, to assess your performance and make decisions that can optimize your travel program. Egencia Analytics Studio gives customers visibility into their program data via dynamic visual dashboards that are easy to use anytime and anywhere. On top of that, the [Egencia Traveler Tracker](#) pulls together data that shows where your travelers have been and where they're scheduled to be in order for you to provide extra support when necessary, and plan for risk management.

Before moving to Egencia, Informa used 30 different travel management providers to find where their travelers were in an emergency.

Does your TMC let you access vital data to help inform your decision making and support safety in the following ways?

- ☐ Traveler tracking that lets you provide support in an emergency. This technology is essential for risk management and should show where your travelers are scheduled to be and where they've been in the last 30 days.
- ☐ Success metric tracking to analyze program performance, including options to filter data by air travel, hotel, rail, and car.
- ☐ Benchmarking dashboards that help you compare your performance to like-sized companies and pinpoint areas where you can improve efficiency and save money.





Expert input

You're not alone. Your TMC needs to be more than a shiny interface. Your booking tool and travel management technology should be backed up by real-life humans with real-life insight and expertise. You need to be able to consult with your TMC to help you optimize your program, leverage it strategically, and confront new travel demands as they happen. At Egencia, our customers can use our online community to share ideas, key learnings, and best practices. They can also talk to consultants for strategic advice and get invaluable program insight from their account managers.

“Our Egencia account manager is great. She’s used the reporting to demonstrate compliance patterns for traveler groups and highlighted pain points, like noncompliance and late booking, that we can completely eliminate.”

— Lisa Murphy, business operations team leader, [James Fisher Marine Services Ltd.](#)



Does your TMC help your business with expertise at every stage of your journey and provide you with the following?

- ☐ Data-based insights from expert consultants to empower you to make the right strategic decisions for your program.
- ☐ Peer-to-peer support, including access to an online business travel community for invaluable advice and information.
- ☐ Account management support. The account manager at your TMC should be with you all the way. From reporting advice to delivering collateral that will help you communicate better with your travelers, a skillful account manager is a crucial cog in your travel program machine.



The Egencia difference

Customer-centricity and innovation are part of our DNA at Egencia. We've weathered many storms as a key player in the business travel industry; but more importantly, we've helped our customers weather them too. Travel is a strategic lever for growth in any organization, but the way it'll look in the future may be different. Your business should partner with a TMC with the knowledge, resilience, skills in innovation, and agility to help you navigate the changes with confidence and clarity. Whether your objective is supporting business health, traveler safety, or both, Egencia is positioned to give you the online technology, innovation, and strong partnership you deserve to prepare your company for travel in the new normal.

Talk to us.

Additional resources:

- Are you looking to redesign your business travel program post COVID-19? [Download this step by step toolkit](#)
- Give your travel policy a revamp with [this guide](#)
- Do you want to support your business health with savings? [Download the business travel savings checklist.](#)
- Assess your business' approach to traveler safety: [Download the duty of care checklist](#)