BUSINESS TRAVEL SHOW AMERICA 2026

INNOVATION FACEOFF

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MESH



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Chief Product Officer, Direct Travel

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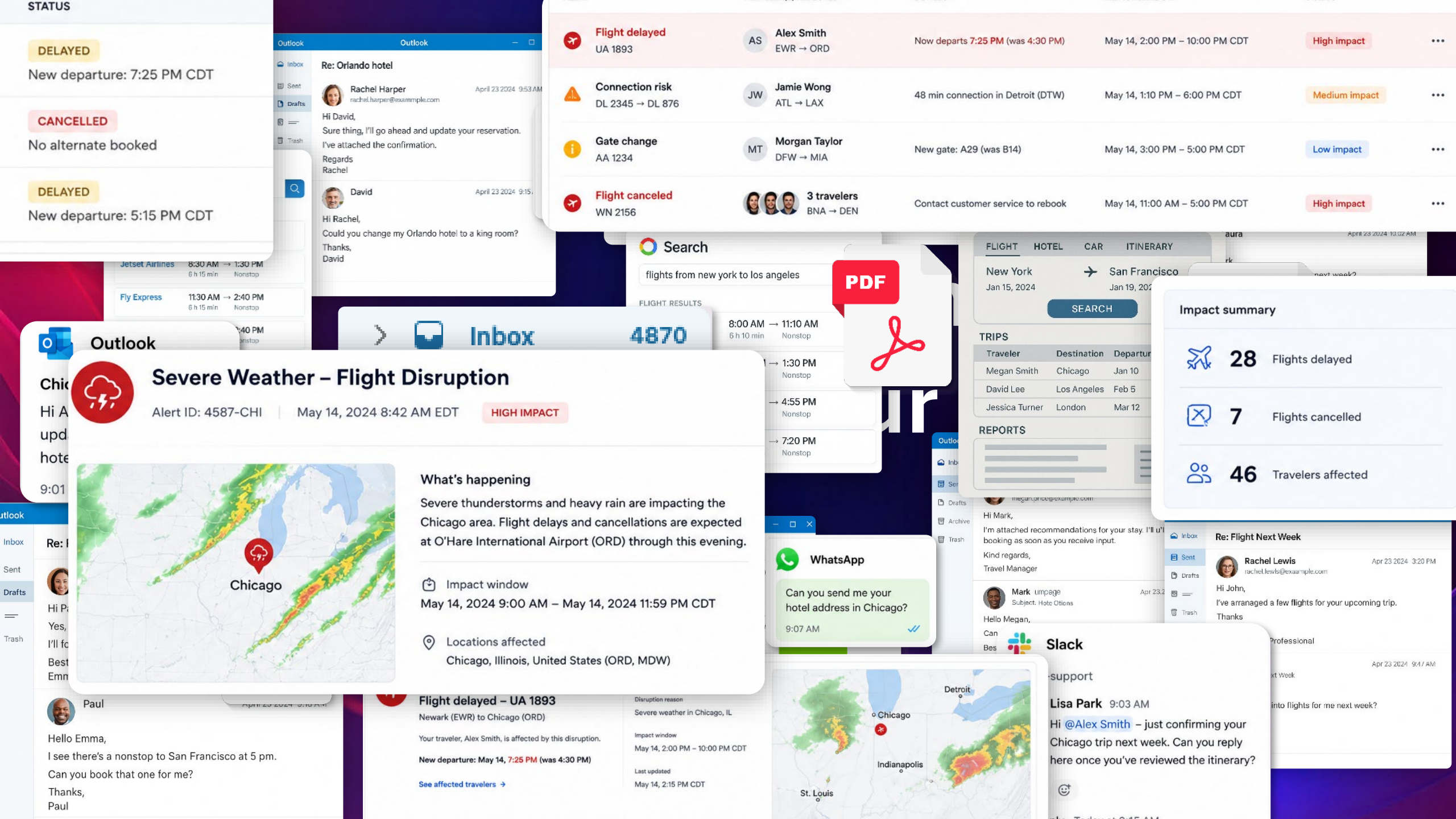
DIRECT® TRAVEL

Innovation Faceoff

OCTOBER 2026


STATUS
DELAYED
New departure: 7:25 PM CDT
CANCELLED
No alternate booked
DELAYED
New departure: 5:15 PM CDT
Outlook
Re: Orlando hotel
Rachel Harper
Hi David,
Sure thing, I'll go ahead and update your reservation.
I've attached the confirmation.
Regards
Rachel
David
Hi Rachel,
Could you change my Orlando hotel to a king room?
Thanks,
David
Flight delayed
UA 1893
Alex Smith
EWR → ORD
Now departs 7:25 PM (was 4:30 PM)
May 14, 2:00 PM – 10:00 PM CDT
High impact
Connection risk
DL 2345 → DL 876
Jamie Wong
ATL → LAX
48 min connection in Detroit (DTW)
May 14, 1:10 PM – 6:00 PM CDT
Medium impact
Gate change
AA 1234
Morgan Taylor
DFW → MIA
New gate: A29 (was B14)
May 14, 3:00 PM – 5:00 PM CDT
Low impact
Flight canceled
WN 2156
3 travelers
BNA → DEN
Contact customer service to rebook
May 14, 11:00 AM – 5:00 PM CDT
High impact
Jetset Airlines 8:30 AM → 1:30 PM 6 h 15 min Nonstop
Fly Express 11:30 AM → 2:40 PM 6 h 15 min Nonstop
Search
flights from new york to los angeles
FLIGHT RESULTS
8:00 AM → 11:10 AM 6 h 10 min Nonstop
→ 1:30 PM Nonstop
→ 4:55 PM Nonstop
→ 7:20 PM Nonstop
PDF
FLIGHT HOTEL CAR ITINERARY
New York
Jan 15, 2024
San Francisco
SEARCH
TRIPS
Traveler Destination
Megan Smith Chicago
David Lee Los Angeles
Jessica Turner London
REPORTS
Impact summary
28 Flights delayed
7 Flights cancelled
46 Travelers affected
Outlook
Inbox 4870
Severe Weather – Flight Disruption
Alert ID: 4587-CHI | May 14, 2024 8:42 AM EDT
HIGH IMPACT
Chicago
What's happening
Severe thunderstorms and heavy rain are impacting the Chicago area. Flight delays and cancellations are expected at O'Hare International Airport (ORD) through this evening.
Impact window
May 14, 2024 9:00 AM – May 14, 2024 11:59 PM CDT
Locations affected
Chicago, Illinois, United States (ORD, MDW)
WhatsApp
Can you send me your hotel address in Chicago?
9:07 AM
Re: Flight Next Week
Rachel Lewis
Hi John,
I've arranaged a few flights for your upcoming trip.
Thanks
Paul
Hello Emma,
I see there's a nonstop to San Francisco at 5 pm.
Can you book that one for me?
Thanks,
Paul
Flight delayed – UA 1893
Newark (EWR) to Chicago (ORD)
Your traveler, Alex Smith, is affected by this disruption.
New departure: May 14, 7:25 PM (was 4:30 PM)
See affected travelers →
Disruption reason
Severe weather in Chicago, IL
Impact window
May 14, 2:00 PM – 10:00 PM CDT
Last updated
May 14, 2:15 PM CDT
Detroit
Chicago
Indianapolis
St. Louis
Slack
-support
Lisa Park 9:03 AM
Hi @Alex Smith – just confirming your Chicago trip next week. Can you reply here once you've reviewed the itinerary?

The Real Problem

Your Travel Program Lives Everywhere.



TRANSIENT TRAVEL



TRAVELER PROFILES



GUEST TRAVEL



MEETINGS



REGIONAL SYSTEMS



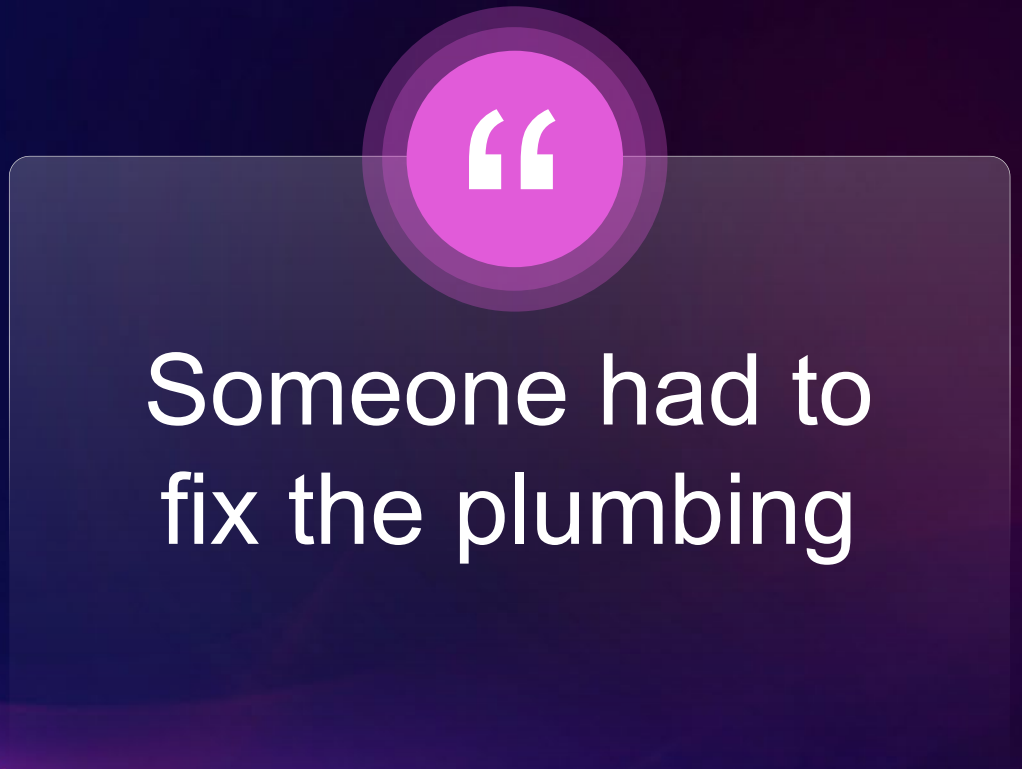
SERVICING



OFF-PROGRAM SPEND

Rebuilding the Foundation of Travel Management

We invested in modernizing the entire travel ecosystem, not patching legacy systems



The Solution: Avenir

The Intelligent Travel Management Platform

The most direct access to content, data and service.

Designed to manage, optimize, and evolve travel programs

Complete Content Access with Full Servicing

Direct access to the broadest travel content—with seamless self-service and expert support when needed.

On-Demand, Unified Data Visibility

A complete, trusted view of traveler activity, spend, and program performance worldwide.

Seamless, Context-Aware Global Servicing

Personalized support powered by full trip context, combining technology and human expertise in one experience. Global scale, local expertise.

ECOSYSTEM PARTNERS

Integrated solutions and data from best-in-class technology partners that extend and enhance your program's capabilities over time.

Powered by **Spotnana,** Delivered by **Direct Travel**

Spotnana is the next-generation, cloud-based, corporate travel infrastructure at the core of Avenir — purpose-built for the modern enterprise. Brought to life by Direct Travel.



MODERN BOOKING EXPERIENCE

Give travelers a modern, intuitive booking experience with choice and control across any device, making it easy to plan and manage trips wherever they are.



UNIFIED GLOBALLY, OPTIMIZED LOCALLY

Run on a true single-instance cloud platform that enables true global scale. Consistent global service delivery without regional silos or fragmented systems and local content, language, invoicing and expertise.



RICH GLOBAL CONTENT

Connect travelers to the broadest global inventory of flights, hotels, rail, and more through a single content engine.



SCALABLE & FUTURE-PROOF

Benefit from a modern, cloud-native platform that adapts and grows with your organization, ready for tomorrow's travel landscape.

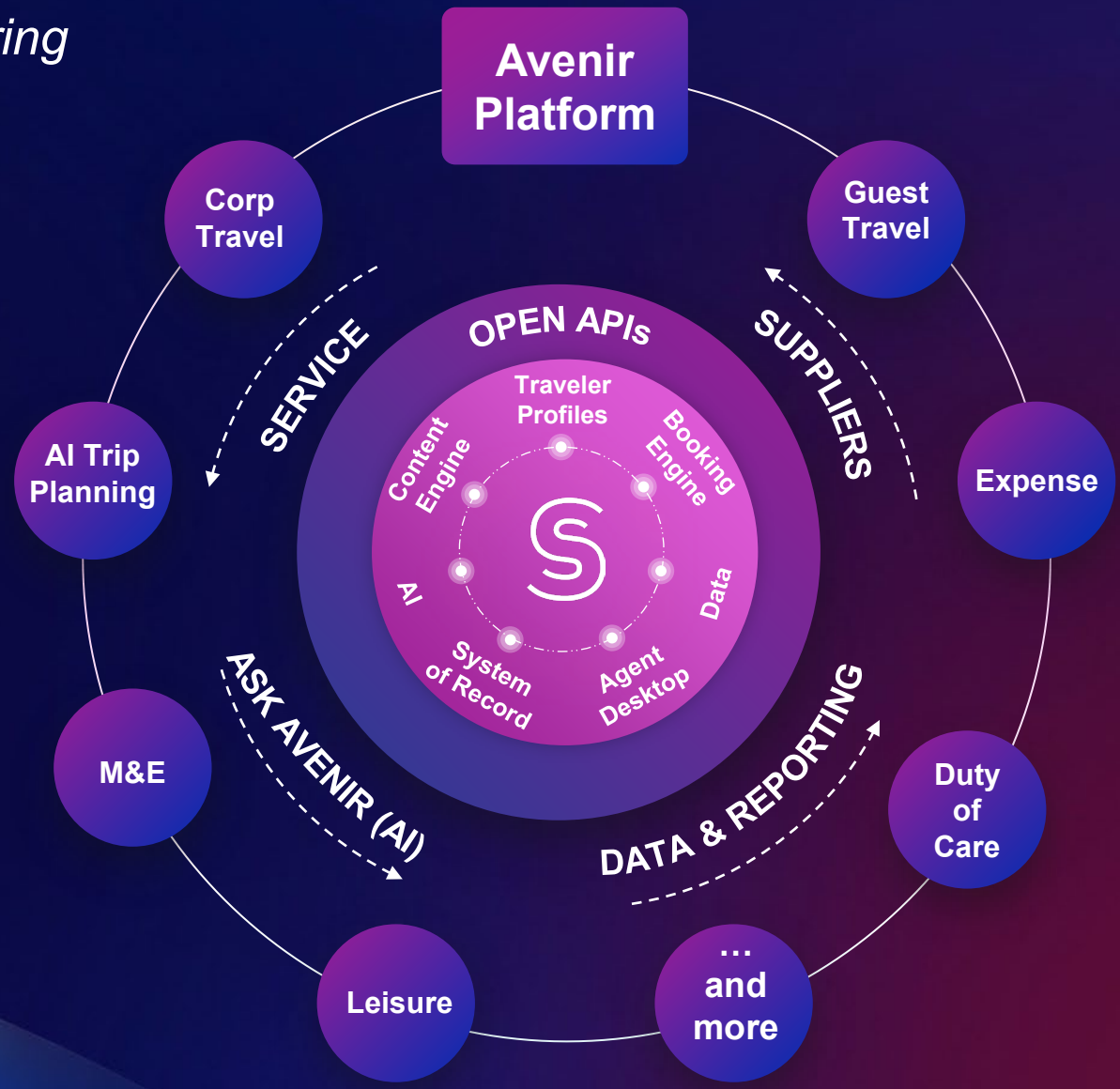
AVENIR®

The platform delivering ***direct access***

KEY BENEFITS

- Complete content access with full servicing
- On-demand, unified data visibility
- Seamless service continuity
- Integrated ecosystem partners

Designed to manage, optimize, and evolve travel programs



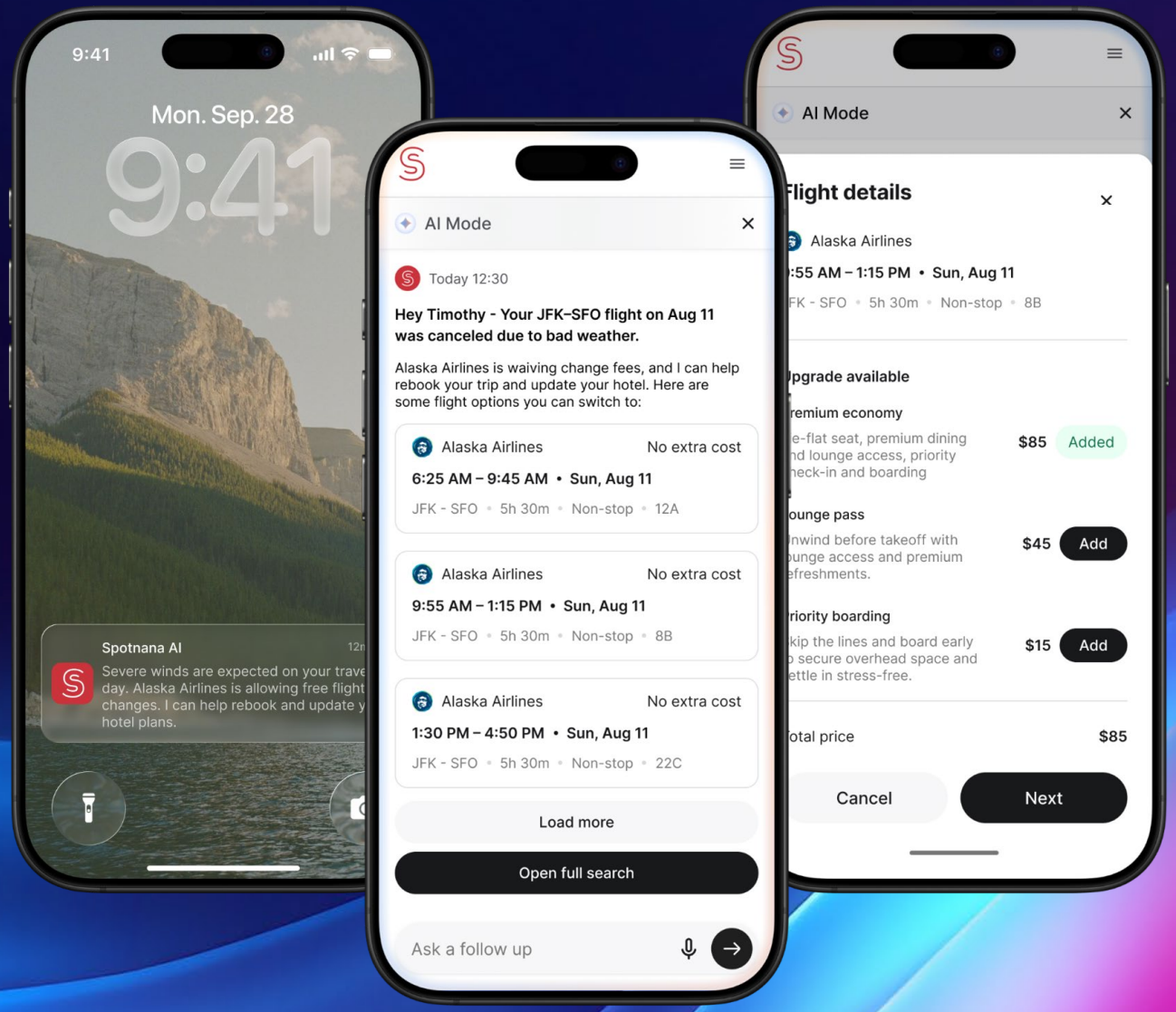
What Changes When Travel Operates as One?

You finally see the whole picture.

What Changes When Travel Operates as One?

You finally see the whole picture.

Automated disruption handling



This is Bigger Than Disruption

A new operating model for modern travel programs.



Disconnected AI

Cindy sleeps in the Airport



Intelligence is only as powerful as the foundation underneath it

GDS

AIRLINES

HOTELS

OBTS

AGGREGATORS

From fragmented signals to intelligent action.

The Future of Managed Travel

> In modern travel, the advantage goes to the organizations that **operate as one.**

AVENIR®


AVENIR®
The most direct access to content,
data, and service.