



# BTN Academy: Structuring a managed business travel programme



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# Governance & Policy

## 1. DEFINE YOUR PROGRAMME'S GOALS

Set the foundations for clarity.

- Cost control
- Duty of Care & Risk Management
- Sustainability & CSR
- Policy & Governance
- Traveller Experience & Satisfaction
- Strategic Insight

## 3. DEFINE YOUR TRAVEL POLICY

Set the foundations for control & compliance.





- Booking Rules
- Class of service
- Approval Workflows
- Other Considerations

## WHY?

Set the foundations for clarity, control and compliance.

Align policy with company culture & business objectives.

## 2. IDENTIFY KEY STAKEHOLDERS

-  HR
-  Finance
-  Procurement
-  Executive Leadership
-  Sustainability Team
-  IT

Where to start

Why it matters

# Engage Preferred Suppliers

- Lean on your TMC's preferred supplier programmes with discounted corporate rates.
- Strong relationships maintain consistent quality and service.
- Leveraging partnerships enables support, strategic reviews, and alignment with company travel goals.
- Access to reporting tools for visibility into spend, trends, and traveller behaviour.
- Leverage your TMC's expertise to identify and manage the most beneficial supplier relationships.



# Implement Booking & Fulfilment Tools

In today's corporate travel programmes, having robust booking and fulfilment tools is critical not just for convenience, but for compliance, efficiency, and traveller satisfaction.

- **Policy Integration:** Auto-apply travel policy, approvals, and spend limits.
- **Global & Mobile Access:** Ensure access across geographies and devices.
- **Workflow Setup:** Automate traveller profiles, approvals, and changes.
- **Agnostic vs Proprietary Tech:** Balance flexibility vs customisation; help shape roadmaps with proprietary tools
- **Online & Offline Service:** Combine self-service tools with high-touch offline support.
- **Online Booking Tools:** Leverage proprietary tools or third-party tools
- **Business Travel Hubs:** Centralise booking, policy, expense, and reporting tools.
- **TMC Evaluation:** Ensure your TMC has tech aligned with your goals and growth.



# Expense Management

## WHY?

Enable smarter business decisions.

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- Cost control
- Fraud prevention
- Policy enforcement
- Compliance
- Mobile accessibility
- Automation and efficiency



# Reporting & Analytics

## BRING YOUR DATA TO LIFE

Better insights lead to better business travel

Ensure you can access, understand, and dissect complex travel data at the click of a button.

Build reports based on your travel goals:

- Air, hotels, car rental, rail
- Bookings
- Top travellers
- Unused tickets
- Traveller tracking
- Forecasts
- Carbon
- Well-being
- Service fees

and more...

## UNDERSTAND YOUR ENVIRONMENTAL IMPACT

Better insights lead to more informed decisions



Emission analysis



Forecasts Offset Costs



Aggregate, Analyse, Act

## REDUCE TRAVELLER BURNOUT

Optimise travel behaviour to lessen stress and enhance duty of care

- Analyse your travellers' travel time by cabin class and flight duration.
- Identify your weary road warriors by frequency of travel, total nights away, average interval between trips analysis, and more.
- Identify travellers at greater risk of jet lag and fatigue by the number and frequency of time-zones crossed.



# Duty of Care & Risk Management

Policy Restrictions

Pre-trip Approval



Risk Alerts

Traveller Tracking

# Traveller Engagement

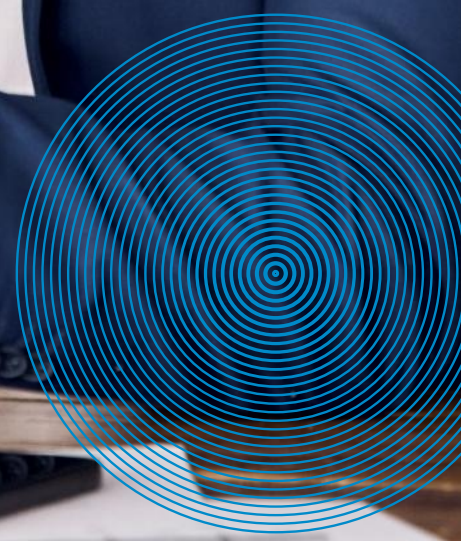
## ENGAGEMENT IS KEY

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- Pre-Trip Engagement
  - Pre-trip comms
  - Training and onboarding
  - In-app notifications
  - FAQ hub
  
- In-Trip Engagement
  - Real-time communications
  - On the go support
  
- Post-Trip Engagement
  - Feedback loops
  - Post-trip reviews



- ✓ Increase policy compliance
- ✓ Boost traveller experience
- ✓ Drive behavioral change
- ✓ Continuous improvement
- ✓ Boost compliance



# Key Takeaways

Align your travel programme with your business goals.

Leverage data and technology they're not just tools they're strategic enablers.

Traveller buy-in is critical and ongoing optimization is key.



# Thankyou

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## **BTN ACADEMY LEARNING COURSES AT A GLANCE**

### **AVAILABLE NOW!**

- Structuring a Managed Travel Program
- Establishing a T&E Policy
- Selecting a Travel Management Company
- Selecting a Travel Payment Provider
- Selecting an Online Booking Tool
- Setting Up a Corporate Lodging Program
- Working with Airlines
- Working with Car Rental Firms
- Working with Chauffeured Transportation
- Taking on Travel Risk Management
- Selecting an Expense Reporting Tool

### **COMING SOON!**

- Getting Started With Meetings Management

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