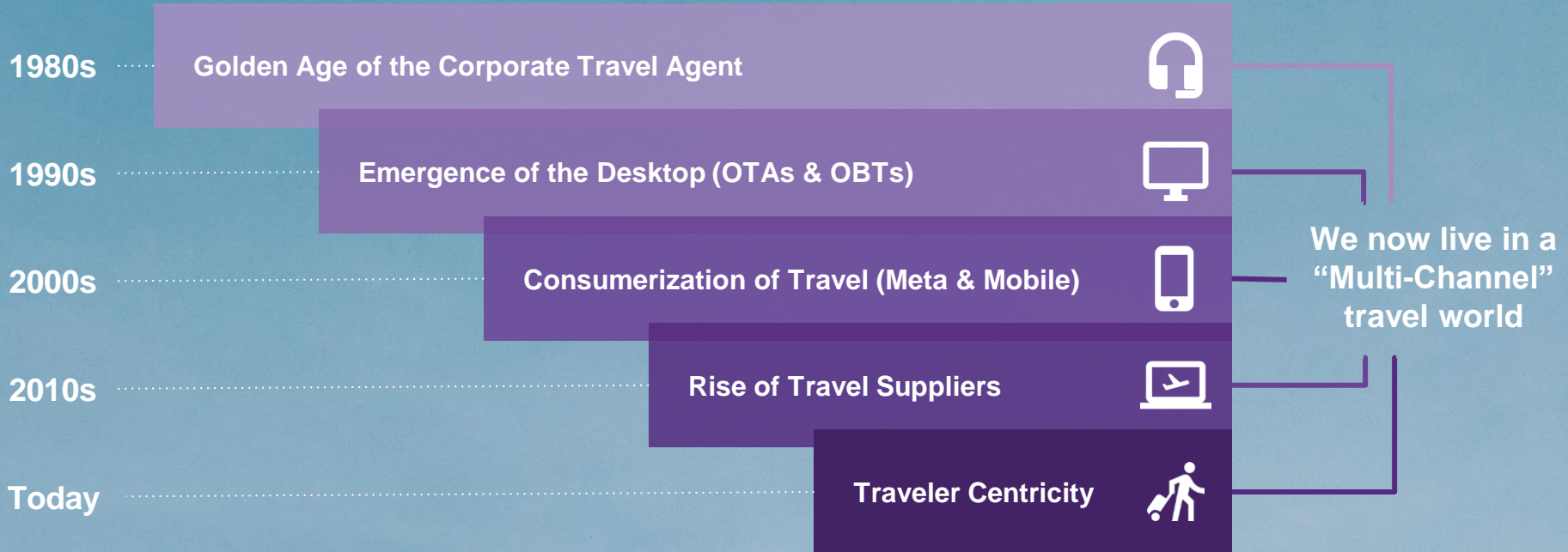


# The Problems and Solutions to Corporate Travel “Leakage”

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Justin Morris  
Regional Director of Sales, Traxo

# A NEW TRAVEL ERA





WHAT CHANGED?

**Travel suppliers are retaking control**



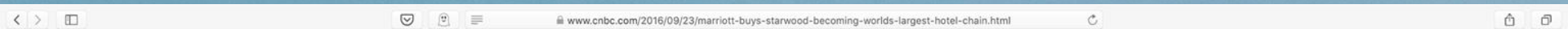
HOTEL



A photograph of a Marriott International building at sunset. The building features a prominent concrete structure with a grid of windows and a red 'Marriott' logo on the upper left. To the left is a modern glass skyscraper, and to the right is another glass building with a blue-tinted facade. The sky is a mix of orange, pink, and blue. In the foreground, there are green trees and a few flags on poles.

**“ We are in an absolute war for  
who owns the customer. ”**

**- Arne Sorenson  
Former CEO, Marriott International**



Marriott buys Starwood, becoming world's largest hotel chain



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HOTELS, RESTAURANTS AND LEISURE

# Marriott buys Starwood, becoming world's largest hotel chain

PUBLISHED FRI, SEP 23 2016 4:29 AM EDT | UPDATED FRI, SEP 23 2016 8:24 AM EDT

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Bill Gates: My \$109 billion net worth shows the economy is not fair



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# Jury sides with US Airways against Sabre in GDS antitrust trial of the century

This article was originally published on [tnooz](#)

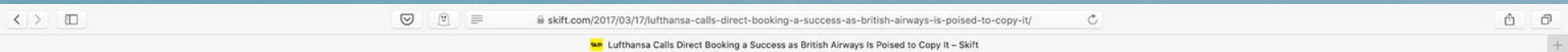
By Sean O'Neil | December 20, 2016



The jury has returned its verdict in US Airways's \$134 million antitrust lawsuit against travel

The airline, below owned by American Airlines Group, persuaded a jury in a US federal





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# Lufthansa Calls Direct Booking a Success as British Airways Is Poised to Copy It

Sean O'Neill, Skift - Mar 17, 2017 1:00 am



**L**ufthansa is investing in direct booking connectivity with corporations (and the commercial initiatives to make them happen). The technological and commercial Tarmac being laid may pave the way for others, like IAG's British Airways.  
—Sean O'Neill



## LODGING

Op-Ed

# Is Airbnb Finally Being Welcomed by Corporate Travel?

By **Julie Sickel** / July 31, 2017 / **Contact Reporter**

A+

A-



If the reception Airbnb received at this year's GBTA Convention is any indication, the simple answer to the question in the headline is yes.

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...st managed to garner healthy applause from the audience by bringing up Airbnb's duty of care shortcomings on a lodging panel that featured the company's

## More Lodging

**Domio Raises \$100M in Series B Funding****STR: November U.S. Hotel Performance Better, Outlook Still Soft****Accor Restructures Mövenpick, Sells Orbis****Multiple Lawsuits Allege Major Hotels Failed to Prevent U.S. Sex Trafficking**  
[www.traxo.com](http://www.traxo.com)





THE BIG RISK

# “Invisible Bookings”

You can't track what you can't see.

# Leakage By Spending Type

According to data from Grasp Technologies, an average of **40%** of business travel bookings are made off-channel.



— 5% leakage



— 34% leakage



— 57% leakage



— 64% leakage

# The Leakage Challenge

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Gaps in your travel data cause:

- ✗ Massive legal and financial risk due to incomplete duty of care
- ✗ Inability to identify non-compliant corporate travel bookings
- ✗ Missed savings opportunities



# Options for Acquiring Corporate Booking Data

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#	Method	Considerations	Conclusion
1	<b>TMC / GDS / OBT (i.e. Egencia)</b>	Missing all off-platform bookings, data ownership quagmire, concern their poor rates will be exposed, therefore policy against providing data i.e. “hold-up risk”	✗
2	<b>Via Loyalty Accounts (mint.com for travel)</b>	Activation is difficult, requires active maintenance by traveler, pushback from some suppliers (C&D)	✗
3	<b>Expense Reports / Credit Card Feed</b>	60 to 90 day lag, not automated, not granular, not searchable, not real-time, money has already been spent, ineffective for duty of care purposes	✗
4	<b>Assemble via Supplier “For Biz” Portals</b>	Fragmented across 100s of sources, reconciliation nightmare, travel managers don’t have the time, non searchable	✗
5	<b>Inbox Scanning</b>	OK for individual / leisure application with personal opt-in, but does not pass corporate info-security hurdle	✗



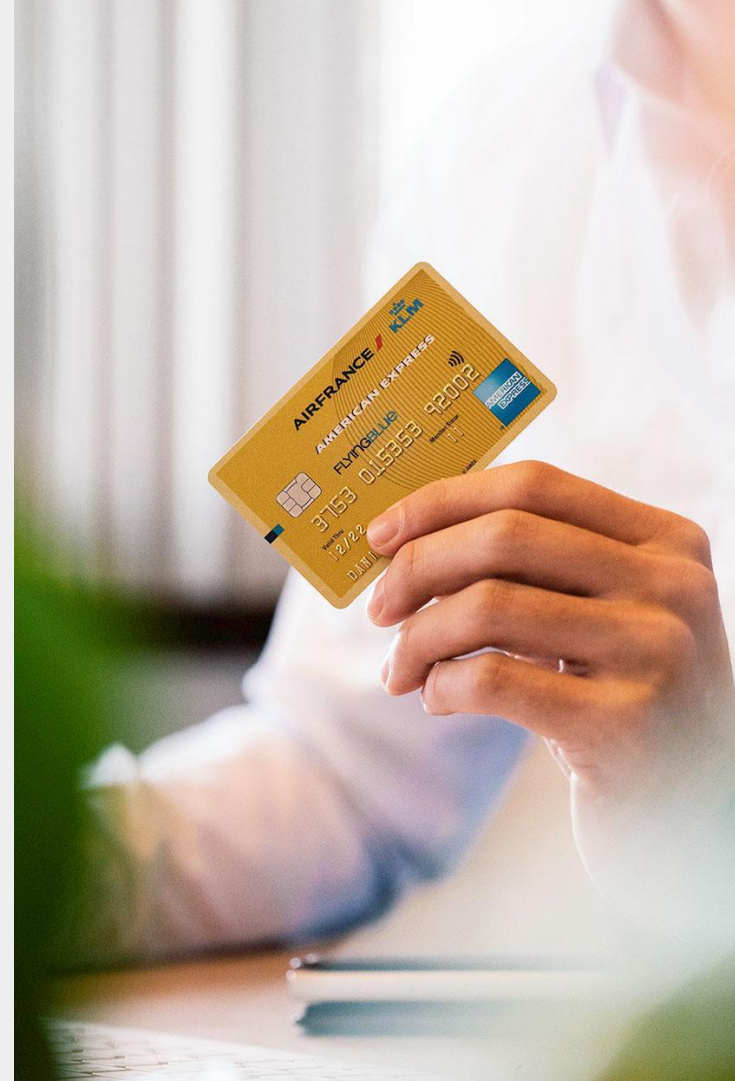
# Goal 1: Comprehensive Pre-Trip Auditing

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Unmanaged or Managed – all corporate travel programs have leakage today.

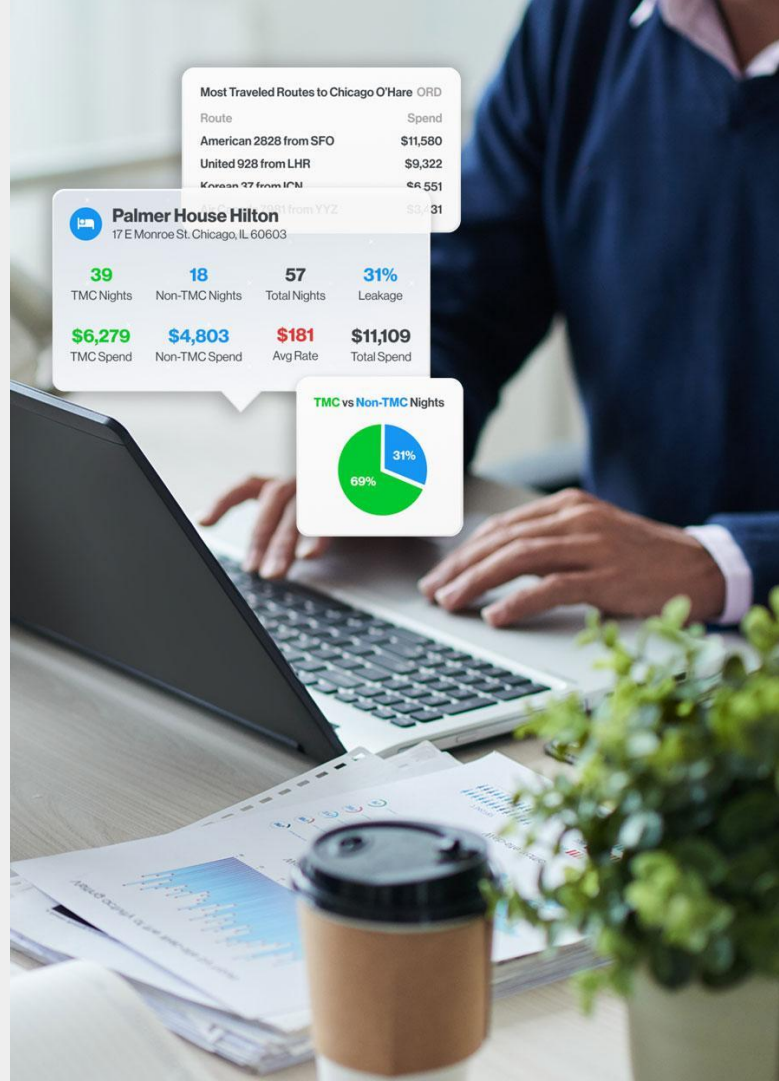
Travel program auditing requires:

- Complete pre-trip visibility
- For every employee
- For every booking site



## Goal 2: Improve Compliance and Traveler Safety

Ensure complete, **actionable insights** about your company's travel program spend to improve **reporting** and **traveler safety**.

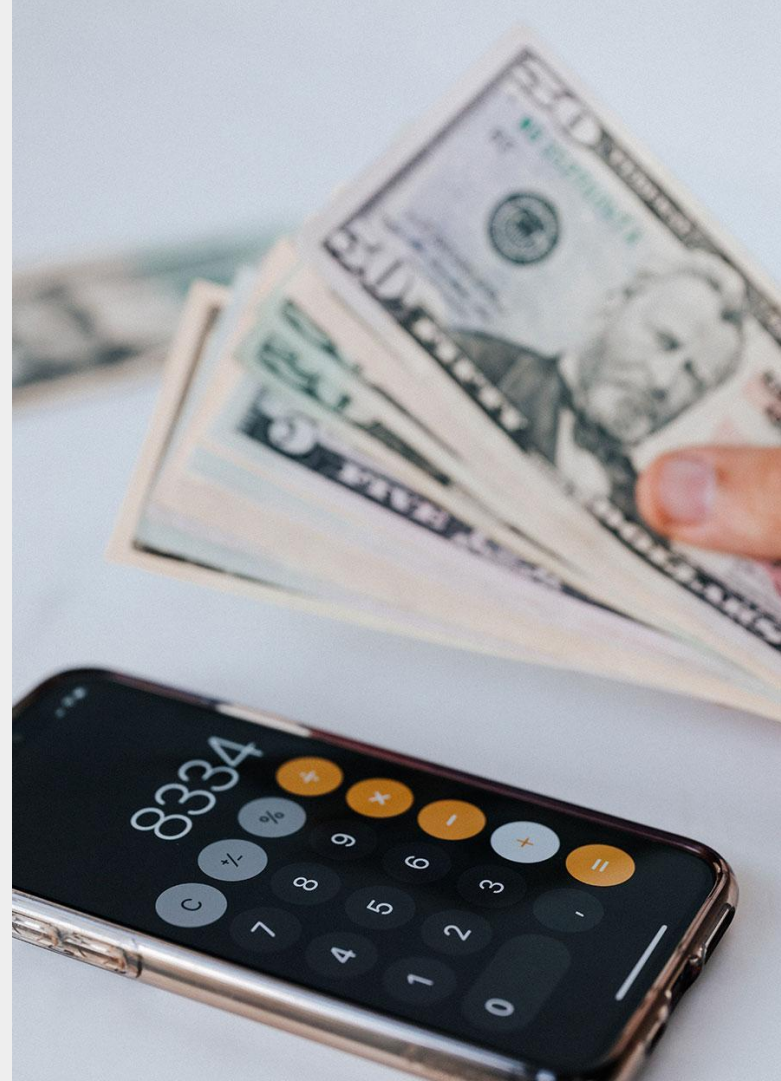


## Goal 3: Identify Missed Savings/Manage Compliance

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Use complete travel data to reveal useful spending information for:

- Enhancing supplier negotiations
- Accessing discounted supplier rates
- Re-shopping & price assurance
- Optimizing TMC fees



## Goal 4: Provide Data to Your Partners

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Empower your travel partners — move your travel data from all **sources** to all partner **endpoints**.







# We have made it our mission to bring this solution together for corporate travel managers

- ✓ Comprehensive, Pre-trip Data
- ✓ Compliance for Traveler Safety
- ✓ Identification of Missed Savings
- ✓ Improved Partner Support

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