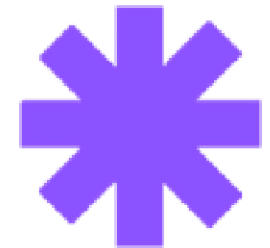




AN INTERNATIONAL WRAP OF TRAVEL PROGRAM CHANGE

ANDY MENKES – Founder & CEO, Partnership Travel Consulting





**Partnership Travel
Consulting**



CORPORATE TRAVEL SUMMIT

Strengthening our corporate travel industry



AUSTRALIA

Keynote Closing: Global Wrap-Up

November 13, 2024



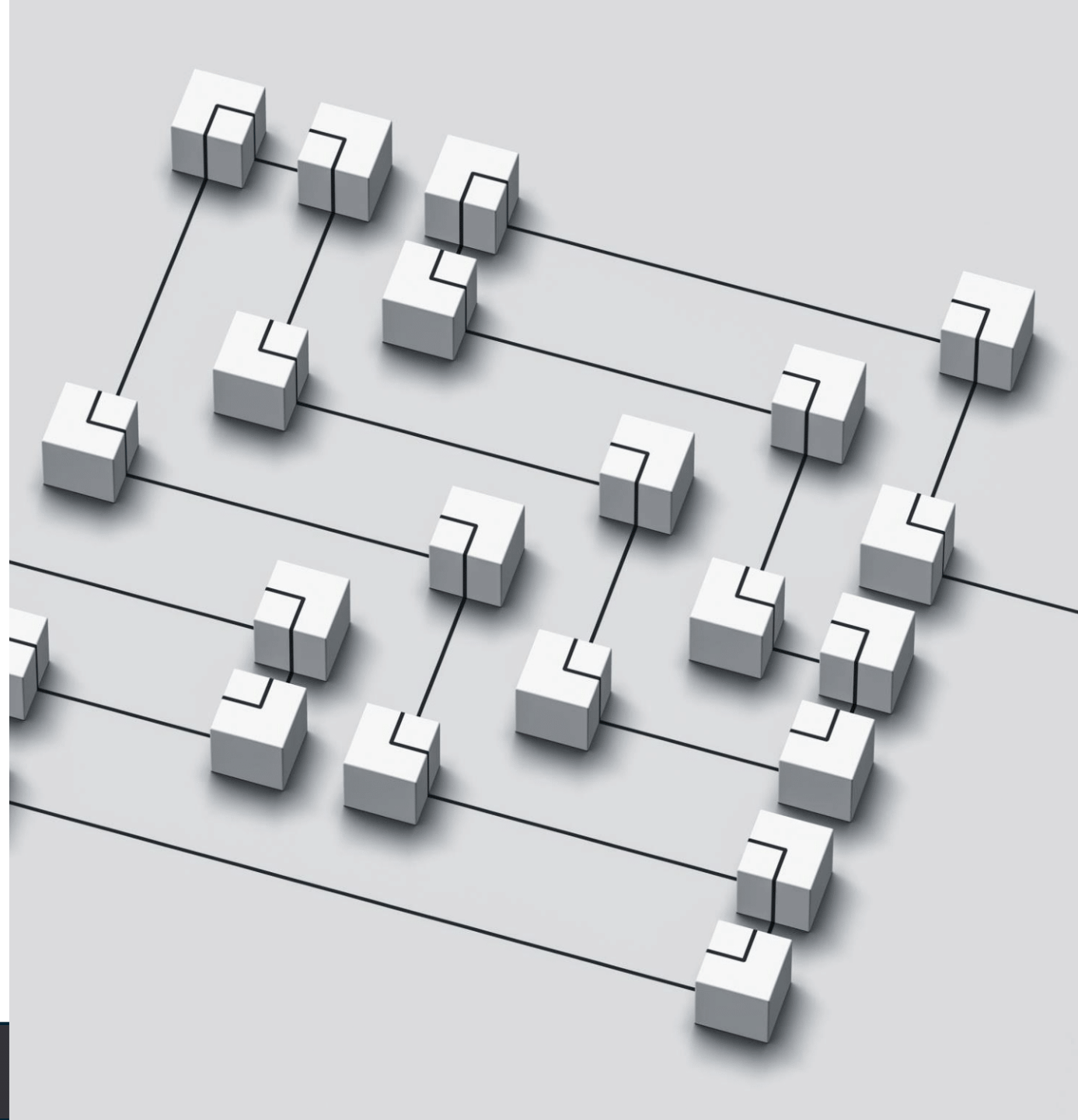
**Andrew W. Menkes
Founder & CEO**

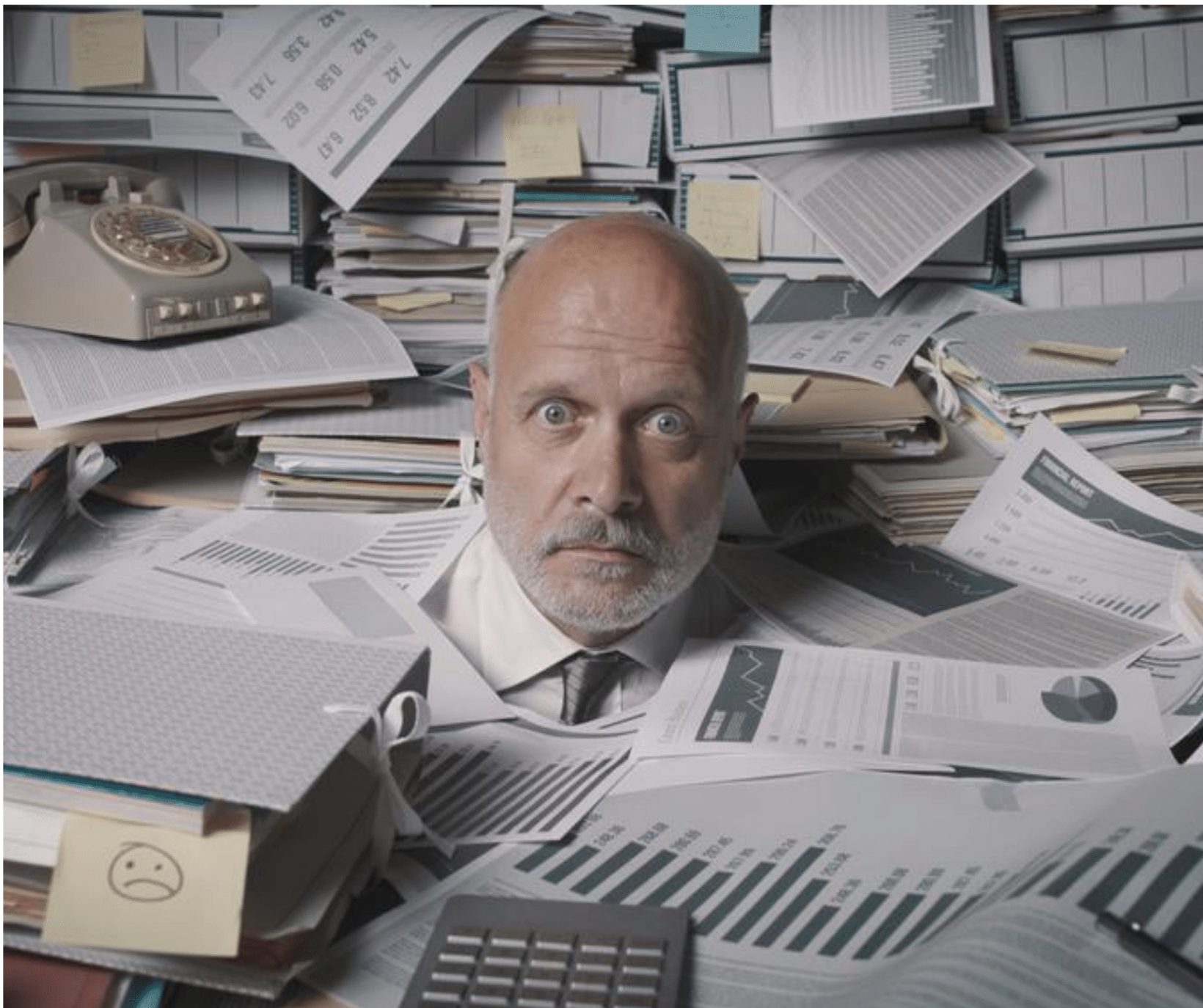
2025 Business Travel Forecast



Top Topics

- AI
- Block Chain
- Disintermediation
- CTD Model
- Commission Cuts
- Content/Fragmentation
- ESG
- M&A
- NDC
- New Entrants
- Policy
- Payments







Polling Question : Pick 1

1. AI
2. Block Chain
3. Disintermediation
4. CTD Model
5. Commission Cuts
6. Content/Fragmentation
7. ESG
8. M&A
9. NDC
10. New Entrants
11. Policy
12. Payments



Disruption



Who will be the next disruptor to the TMC/GDS ecosystem?

Accenture Strategy

Competitive Agility

Travel's winning ticket

MARCH 11, 2019

This was a year before Covid-19

RESEARCH REPORT

In brief

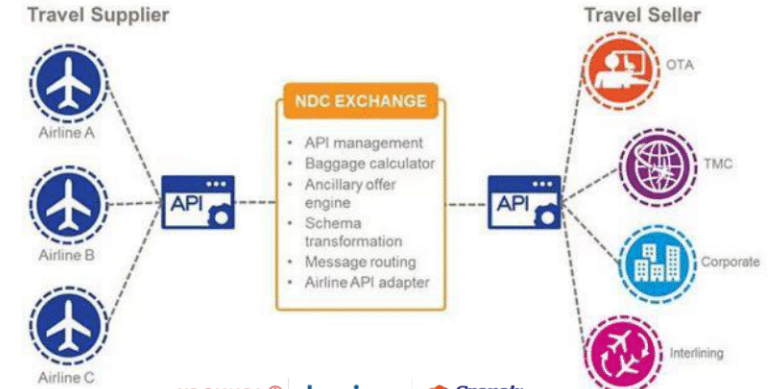
- A new wave of disruption is hitting the travel industry, and it may shift US\$100 billion of value.
- The travel industry has always been platform-based, but it hasn't yet reached the next level of one-click, frictionless travel for consumers.
- More than half of travel companies (57 percent) want to build ecosystems to disrupt their industries.
- Unleashing ecosystem opportunities to expand revenue potential and surpass customer expectations is travel's winning ticket.

<https://www.accenture.com/us-en/insights/strategy/trust-travel>

A new wave of disruption may shift US\$100 billion of value from traditional travel industry players to new competitors by 2025.



Who will be the next disruptor to the TMC/GDS ecosystem?





Airline Distribution Costs



Company Dime Article Confirms PwC's move to Blockskye

Previously Unnamed Blockskye Client Is PwC



David Jonas • August 15, 2023 • 1 Comment

The plan by blockchain company Blockskye to reinvent corporate travel processes is underway at PwC, according to sources. The accounting giant, with plenty of interest in blockchain technology for its own services, was not named in [earlier coverage](#). Its participation has been one of the industry's worst-kept secrets.

PwC moved its travel management business in the United States last year from American Express Global Business Travel to Kayak BTX. That's the brand for Blockskye's collaboration with the Booking Holdings metasearch company, which provides a front end to supplier-direct connections. In November, co-founder and co-CEO Brook Armstrong said Blockskye was handling 2,200 transactions per day and expected that to triple by the end of this year.

Military leaders discuss how to respond if Trump issues unlawful orders



Al Drago/Bloomberg/Getty Images

The president-elect has suggested he might use active-duty military to handle what he calls 'the enemy from within'

- Elon Musk joined Trump-Zelensky call amid concerns for future of

Ahead of his time? Or leapfrogged by tech?

Crandall Shuttters Pogo

James E. Swickard May 01, 2009



<https://aviationweek.com/crandall-shutters-pogo>

EVTOL

<https://www.youtube.com/watch?v=97z4M8ldUfg>



The future Uber Ride

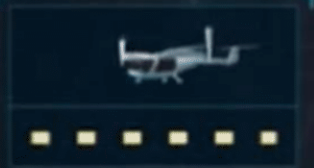


Melbourne

TRIP DETAIL

- Central Business District
- Connaught Place

LEGEND



CBD

Uber Air

DIST 18.8 km
TIME 8.6 min

Walking + Bus

STOPS 1
TIME 39 min

STOPS 1
TIME 39 min

UberX

DIST 24 km
TIME 65 min

Melbourne

MEL






Hotel Industry Forecasts

WTF???

According to PwC, the hotel industry's growth is expected to slow down in 2024:


- Occupancy is predicted to be 63.2% in 2024
- Growth in average daily rate (ADR) will gradually decrease throughout 2024, but still be up 2.4% at the end of the year 

Hilton reports SME-led uptick in corporate travel in Q4

CBRE

Predicts year-over-year growth for hotel occupancy and ADR in 2024, with occupancy improving by 40 basis points and ADR increasing 2.3%

STR and Tourism Economics

Maintain projections in first US hotel in 2024, with growth in average daily rate (ADR) raised by 0.1 percentage points 



Hotel Industry Trends

- Green initiatives
- Vegan and plant-based foods on menus
- Contactless tech
- Eco-Friendly initiatives
- AI for customer service
- Health and Wellness
- CRM to service personas
- GDS bypass
- TMC bypass

Breaking News

12 February 2024



Finnair to introduce new NDC-exclusive corporate fare this month

NEWS | TMC DISTRIBUTION

New PrioFlex fare bundle available only through airline's direct and NDC channels

Amex GBT's Big CWT Deal Would Add Scale but Faces Scrutiny

By [Michael B. Baker](#)

American Express Global Business Travel's newly announced acquisition of rival CWT would be a merger of giants but might... [KEEP READING](#)

Layoffs Hit Travelport's Commercial Organization

By [Mitra Sorrells](#)

Travel retail platform Travelport has laid off an undisclosed number of employees in its commercial organization. ... [KEEP READING](#)

Investor Group Led by Steve Singh Acquires Direct Travel

By [Michael B. Baker](#)

A group of investors led by corporate travel industry entrepreneur and Concur co-founder Steve Singh has acquired Direct... [KEEP READING](#)

The Top 3 TMC's handle the majority of the BTN 100

2013

Corporate Travel 100 U.S. Accounts, By Agency

Agency	CT100 U.S. Accounts
American Express	32
BCD Travel	25
Carlson Wagonlit Travel	23
Hogg Robinson Group	5
Orbitz for Business	2
Travelocity Business	2
Other*	6
No single primary U.S. agency	5

2014

Corporate Travel 100 U.S. Accounts, By Agency

Agency	CT100 U.S. Accounts
American Express	37
BCD Travel	26
Carlson Wagonlit Travel	21
Hogg Robinson Group	5
Orbitz for Business	2
Other*	5
No single primary U.S. agency	4

* Includes one client account each for Boeing Corporate Travel Dept., Egencia, Travelocity Business, TS24 and Walmart Corporate Travel Dept.

2015

Corporate Travel 100 U.S. Accounts, By Agency

Agency	CT100 U.S. Accounts
American Express	37
BCD Travel	23
Carlson Wagonlit Travel	20
HRG	6
Other*	5
No single primary agency	9

* Includes one client account each for ATG, The Boeing Co. Corporate Travel Department, Egencia, Travel and Transport and Tbiz

Note: This chart includes those companies listed in the Corporate Travel 100 for which BTN identified single consolidated U.S. or global travel agencies.

2016

CORPORATE TRAVEL 100 U.S. ACCOUNTS, BY AGENCY

Agency	CT 100 U.S. Accounts
American Express GBT	30
BCD Travel	26
Carlson Wagonlit Travel	22
HRG	6
Other*	4
No single primary agency/undisclosed	14

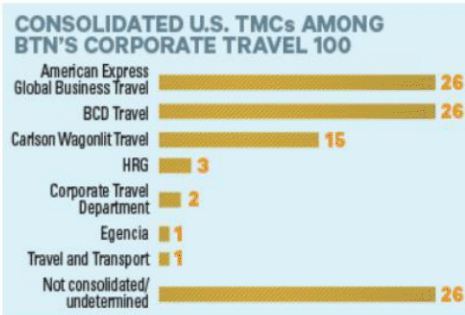
* Includes two client accounts with Travel & Transport, one with ATG and one with Egencia

Note: This chart includes companies listed in BTN's Corporate Travel 100 for which BTN identified a single consolidated U.S. or global agency. Due to a three-way tie at No. 100, there are 102 companies in this year's CT 100.

2017



2018



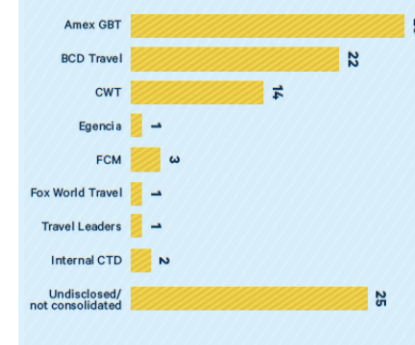
2019



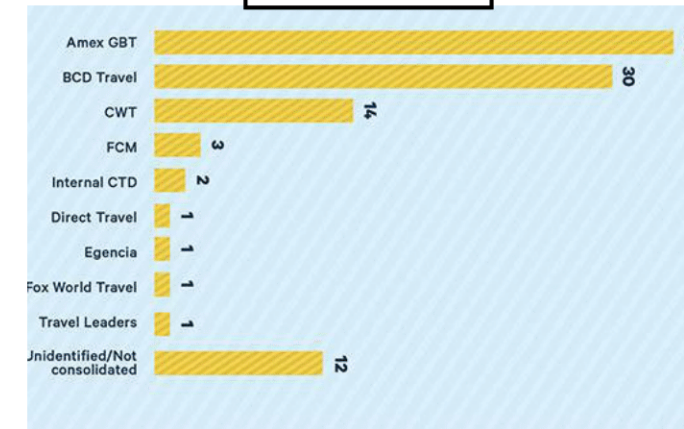
2020



2021



2022



PTC will ensure that there is a mix of bidders, to include Global Consortia and Regional TMC's

2023-2024 BTN Corporate Travel 100 Report

BTN'S 2023 CT100 AGENCY PARTNERS

The chart below maps out the primary travel management company alignments for CT100 companies in 2022.



* Egencia, Fox World Travel, Kayak BTX, Travel Leaders Group
Source: BTN's 2023 Corporate Travel 100

BTN'S 2024 CT100 Companies TMC Partners

The chart below tallies the primary TMC alignments for CT100 companies in 2023.

