

WHAT TO LOOK FOR IN A TRAVEL MANAGEMENT COMPANY

Considering a Change? Consider This...

Changing Travel Management Companies can be a scary thought. Don't let fear keep you from finding a partner who can be a perfect fit for your travelers and your company's culture. Remove the emotion and think about these important factors when it's time for a change.

MAKES TRAVEL EASY

The primary reason for working with a travel management company is to create a seamless travel management program that makes travel easy for all your travelers.

- Does the TMC proactively work for you or simply react to travel manager and travelers' calls?
- When your travelers are in a bind and need assistance, will they have support from an agent team or a large call center? Is there an additional charge for personal support? What's the TMC's performance in answering calls?
- Are the right online and mobile tools and resources easily accessible to your travelers and travel managers?

PARTNERS TO MEET YOUR UNIQUE NEEDS

Organizations with a robust travel program need continual support from a travel management partner who will work alongside you to meet your company's travel program objectives, not a one-and-done, just-get-the-sale TMC.

- Does the TMC assign a dedicated Account Manager who regularly meets with you to review a business plan that sets targets for cost savings, technology use and performance metrics?
- Are all tools designed the same way regardless of company preference, or can you customize based on your unique travel program?
- Does the account manager make recommendations based upon their experience with industry best practices?

ENGAGES YOUR TRAVELERS

If implemented the right way, change to a new Travel Management program can generate excitement and result in increased traveler engagement. Make sure you understand the implementation process so you can get off on the right foot.

- Is there a clearly described implementation project plan that's customized to achieve your goals?
- How is the change to a new TMC communicated to travelers?
- How will you communicate during the implementation phase? Will there be regularly-scheduled conversations to adjust the process if necessary?

