



**NORDIC
BUSINESS
TRAVEL
ASSOCS.**

**TMC Showcase
May 2021**



EGENCIA[®]

business travel by **expedia group™**

Egencia in brief

+\$8B

Gross Bookings
2019

+20%

Gross Bookings YOY
(‘10-’19)

4th

largest TMC
worldwide

2,500+

Customer Service
Agents

67

Countries

2002

Established

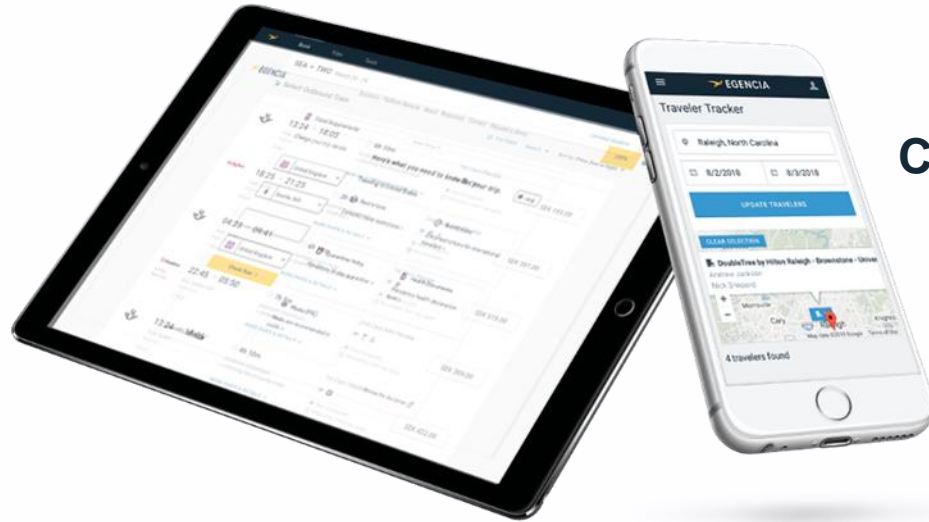
Egencia is the Original Disruptor, Continual Innovator



What this means for You!

91%

Online Adoption



95%

Customer Satisfaction



App Store Rating

Corporate travel programs

HAVE INHERENTLY CHANGED IN ROLE AND SCOPE SINCE COVID-19



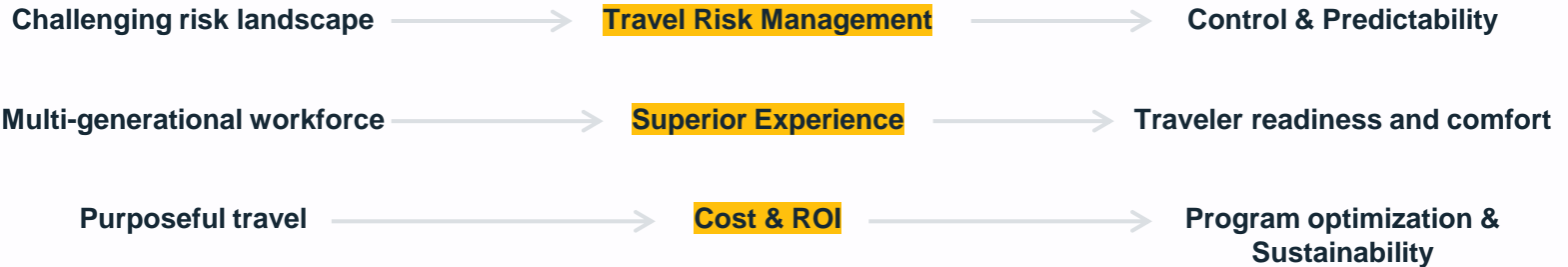
Trends



Goals

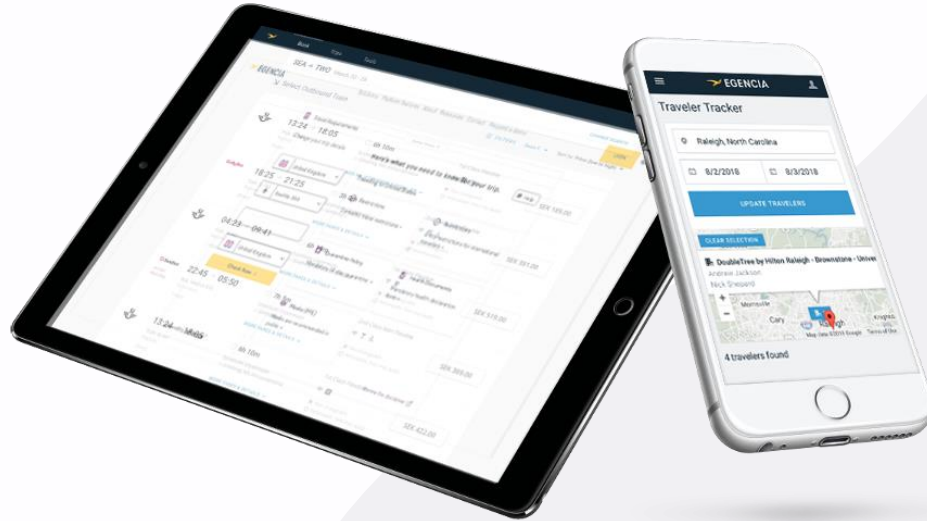


Benefits



Travel Risk Management

- **Proactive alerts &** access travel news on-demand
- **Egencia Travel Advisor** displays travel hygiene and destination information
- **Power Duty of Care** services with 3rd party security data feeds



- **Locate** travelers on Egencia Travel Tracker
- **Communicate** via email or by emergency push notification
- **Request support** from Egencia Travel Consultant on behalf of travelers

Superior Experience



- Egencia Travel Advisor with supplier hygiene information
- One-stop shop for all booking needs

- Policy guidance
- Redeem air credits
- Earn loyalty points

- View and share itinerary
- Real-time flight disruption alerts

- Receipt and invoices for expense management



← **Help Centre & chat access** →

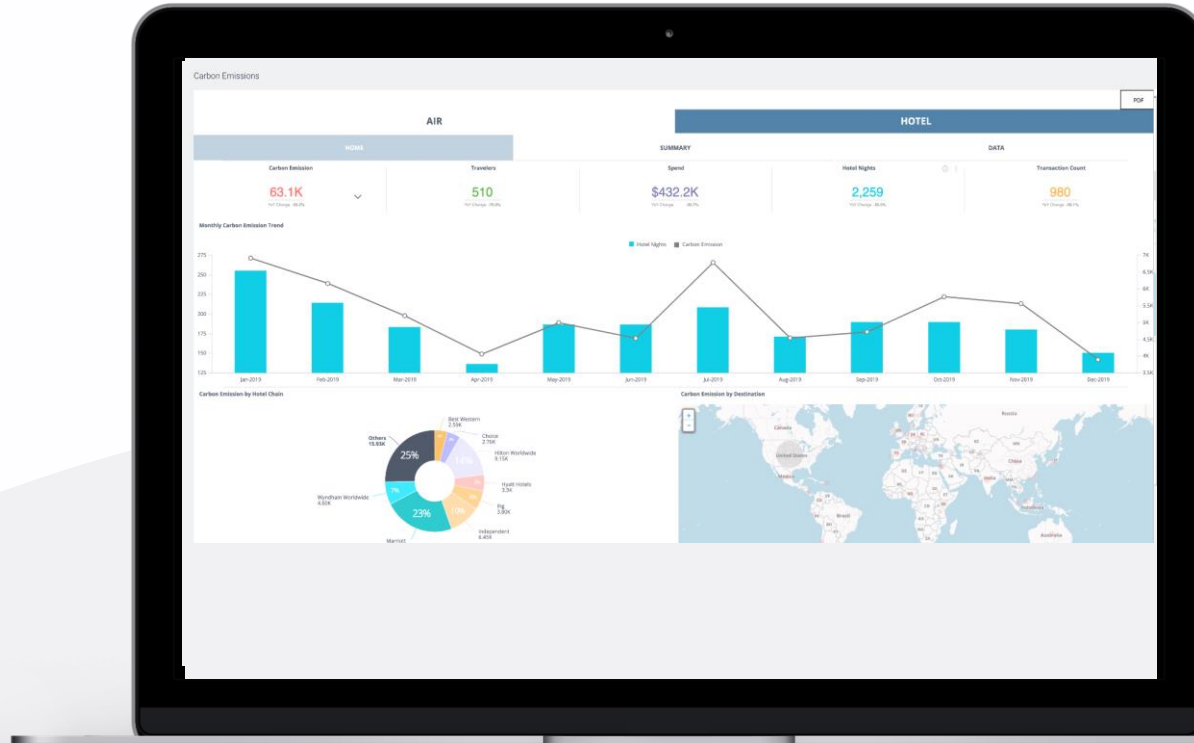
← **24/7 Travel Consultant support** →

← **Familiar experience across desktop & app** →



Cost & ROI

- Monitor spend, policy compliance, and adoption
- Dashboards and metrics to maximise your savings
- Benchmark performance against peers
- Stay on track to meet your adherence to the negotiated rate agreements with Market Share
- Full carbon information display and reporting.
- Track and manage your airline credits



Frictionless travel management

EGENCIA MEANS...



Travel Risk Management

Informed travel policy and travel management tools

Egencia Travel Advisor

Egencia Traveler Tracker



Superior Experience

Travel readiness with up to 95% online adoption

94% customer satisfaction

Empowered travelers with Egencia app



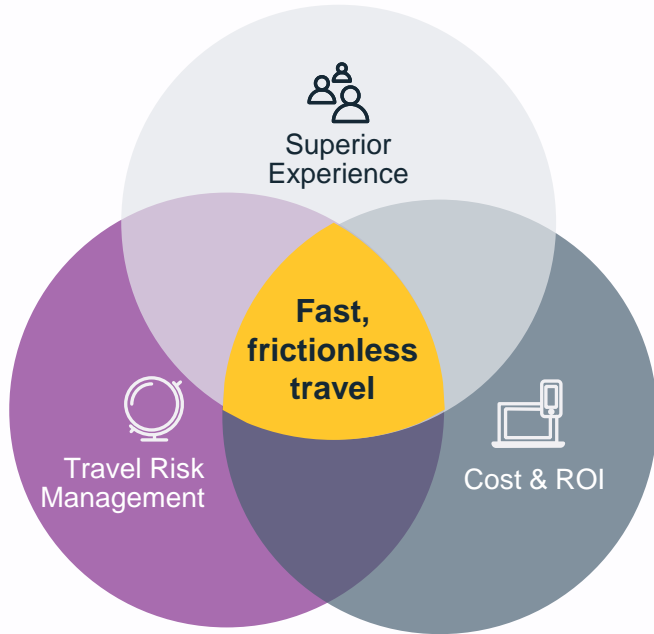
Cost & ROI

Reporting with Egencia Analytics Studio

Competitive deals and content with Expedia Group

Best practices with industry experts

Egencia – Meeting your needs for the Future!



Thank you



Asher Hussain

Director, Global Sales, Egencia

ahussain@expediagroup.com

+44 (0) 7702 157 523

