

# THE LIFE OF AN INTERNATIONAL BUSINESS TRAVELLER

The demands of regular overseas corporate travel can put a strain on even the most seasoned of travellers, so ensuring an efficient and seamless journey is vital if travel companies and airlines hope to stand out from the competition. So what do customers actually want when it comes to business travel?

## IMPORTANCE OF MAKING BUSINESS TRAVEL MORE ENJOYABLE

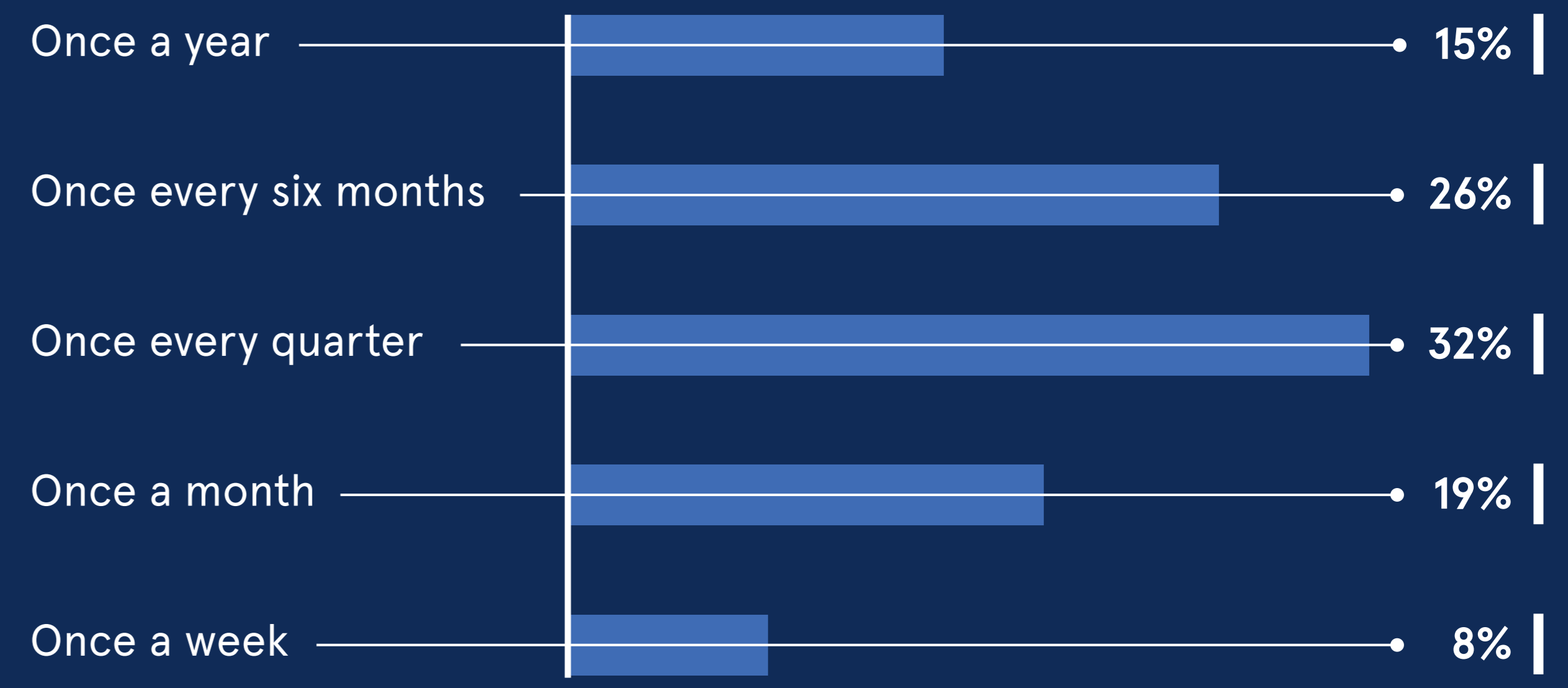
Survey of business travellers on the impact of more enjoyable travelling experiences



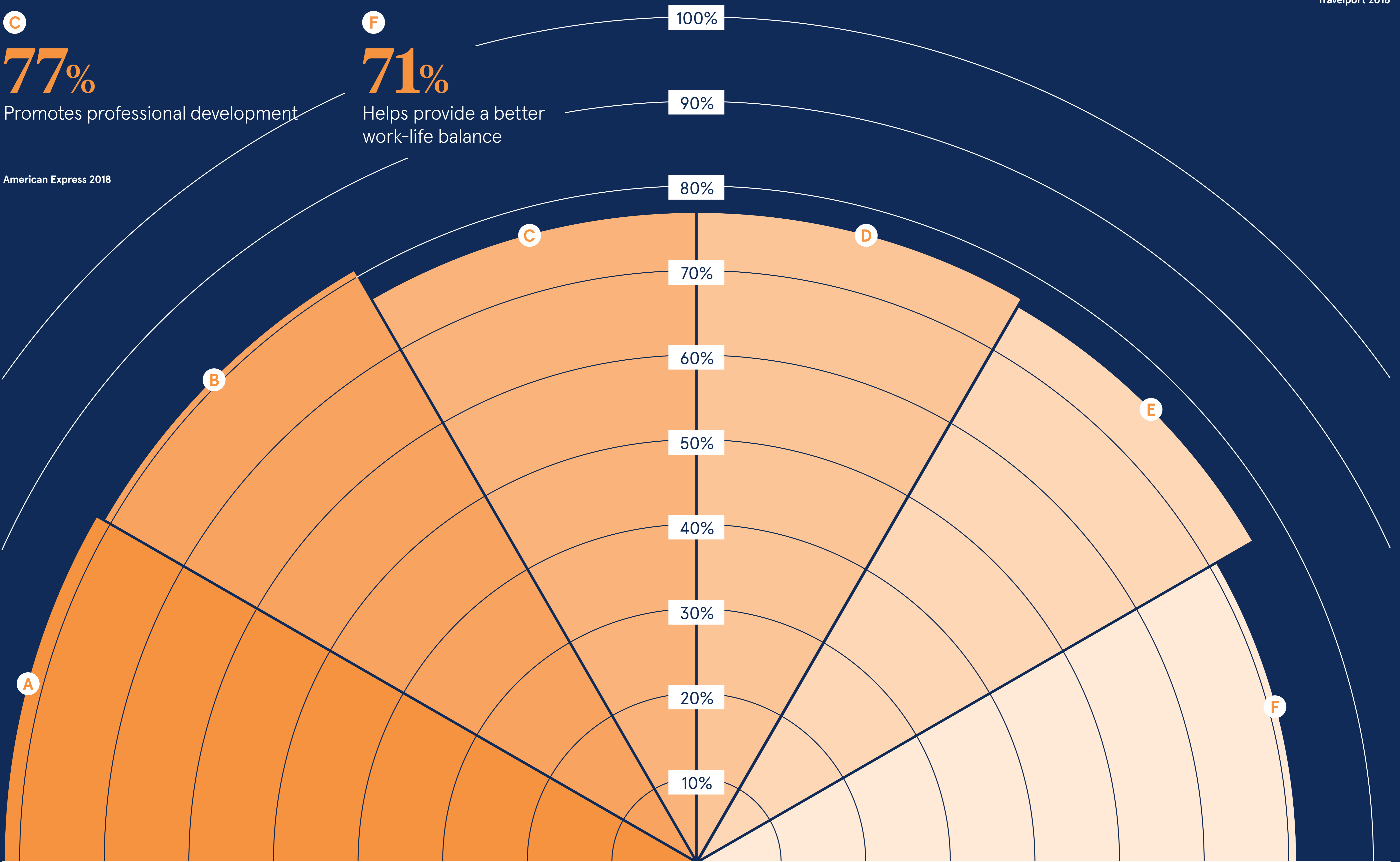
American Express 2018

## TRAVEL FREQUENCY

Optimum number of times a year business travellers would like to travel for work



Travelport 2018



## CONVENIENCE AND CONTROL ARE IMPORTANT

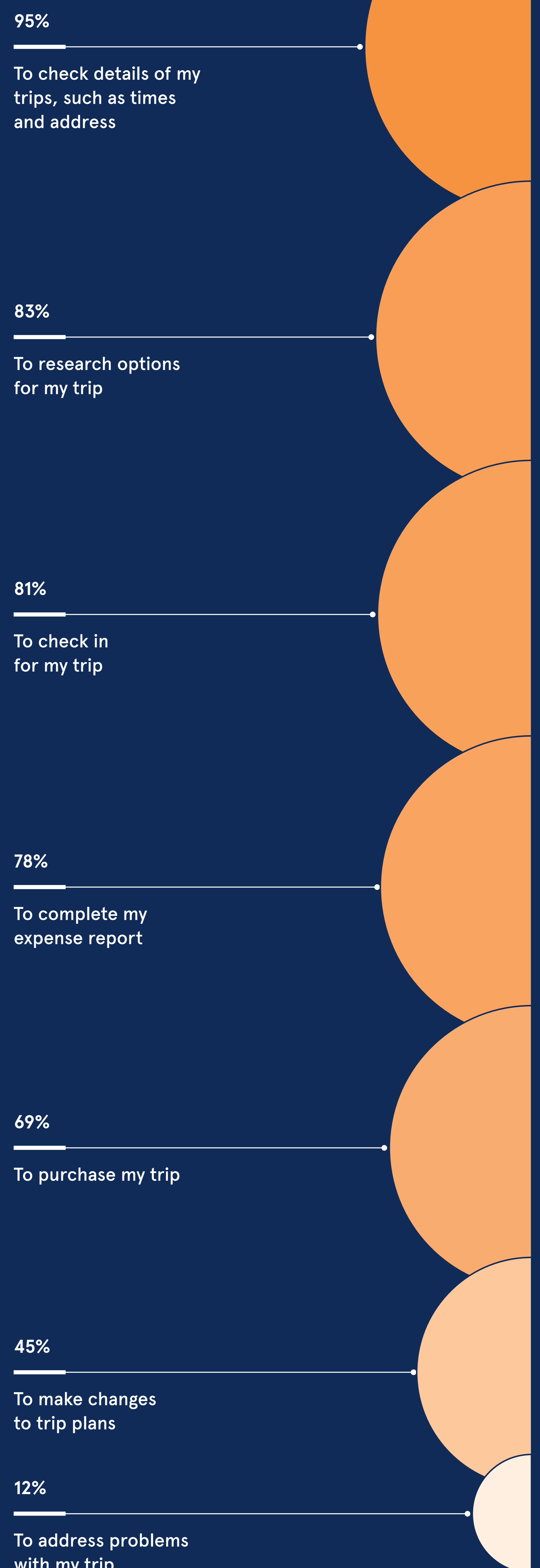


Egencia 2018

## TECHNOLOGY AND AUTOMATION APPETITE

Percentage of business travellers who would be comfortable using an automated service for the following

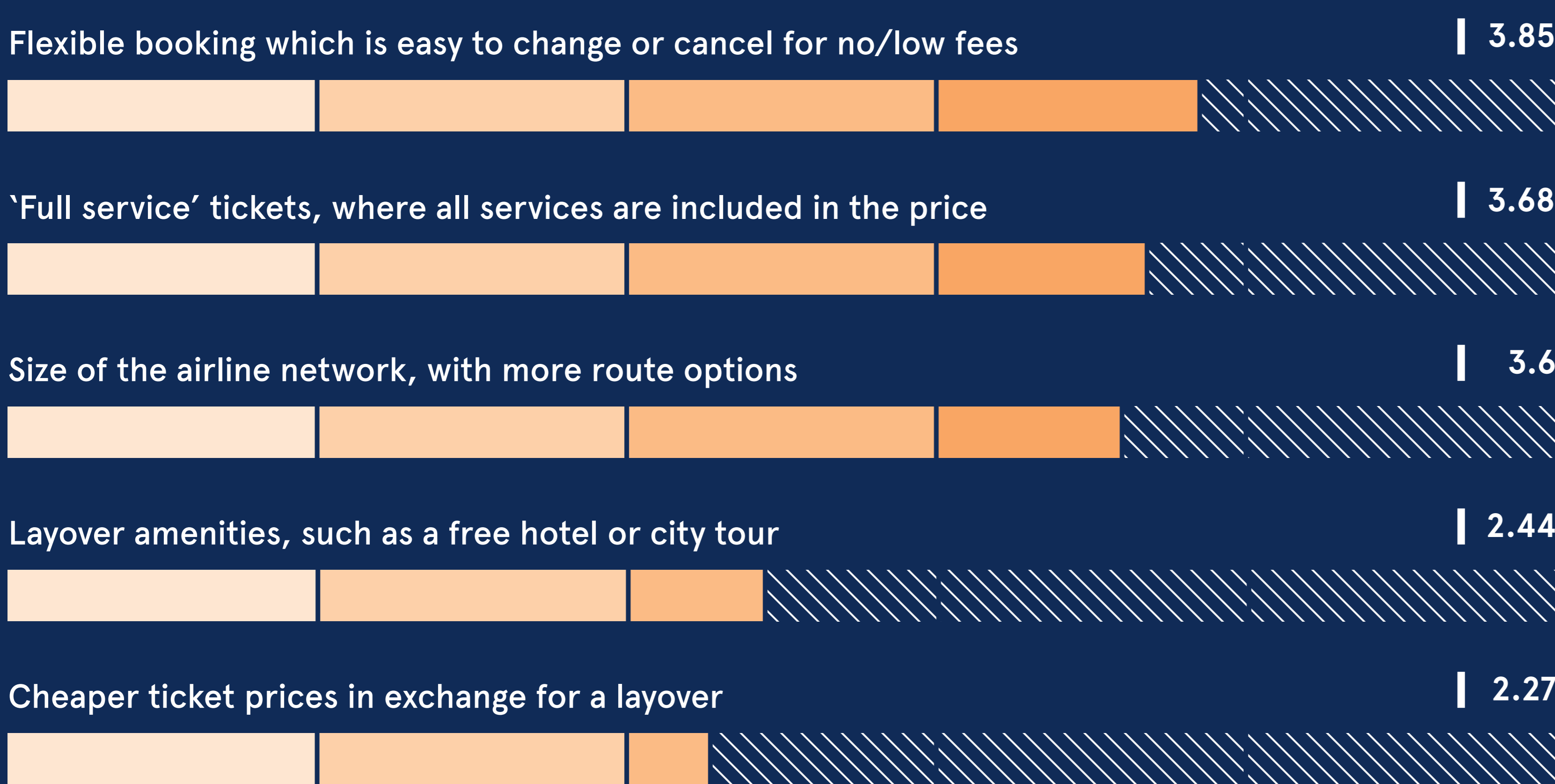
Skift 2018



## WHAT TRAVELLERS LOOK FOR IN AN AIRLINE

Importance of the following when selecting an airline for international business trips, on a scale of one (unimportant) to five (critical)

Skift 2018



## WHAT BUSINESS TRAVELLERS LOOK FOR IN A TRAVEL MANAGEMENT COMPANY

Importance of the following when selecting a TMC, on a scale of one (unimportant) to five (critical)

Skift 2018

