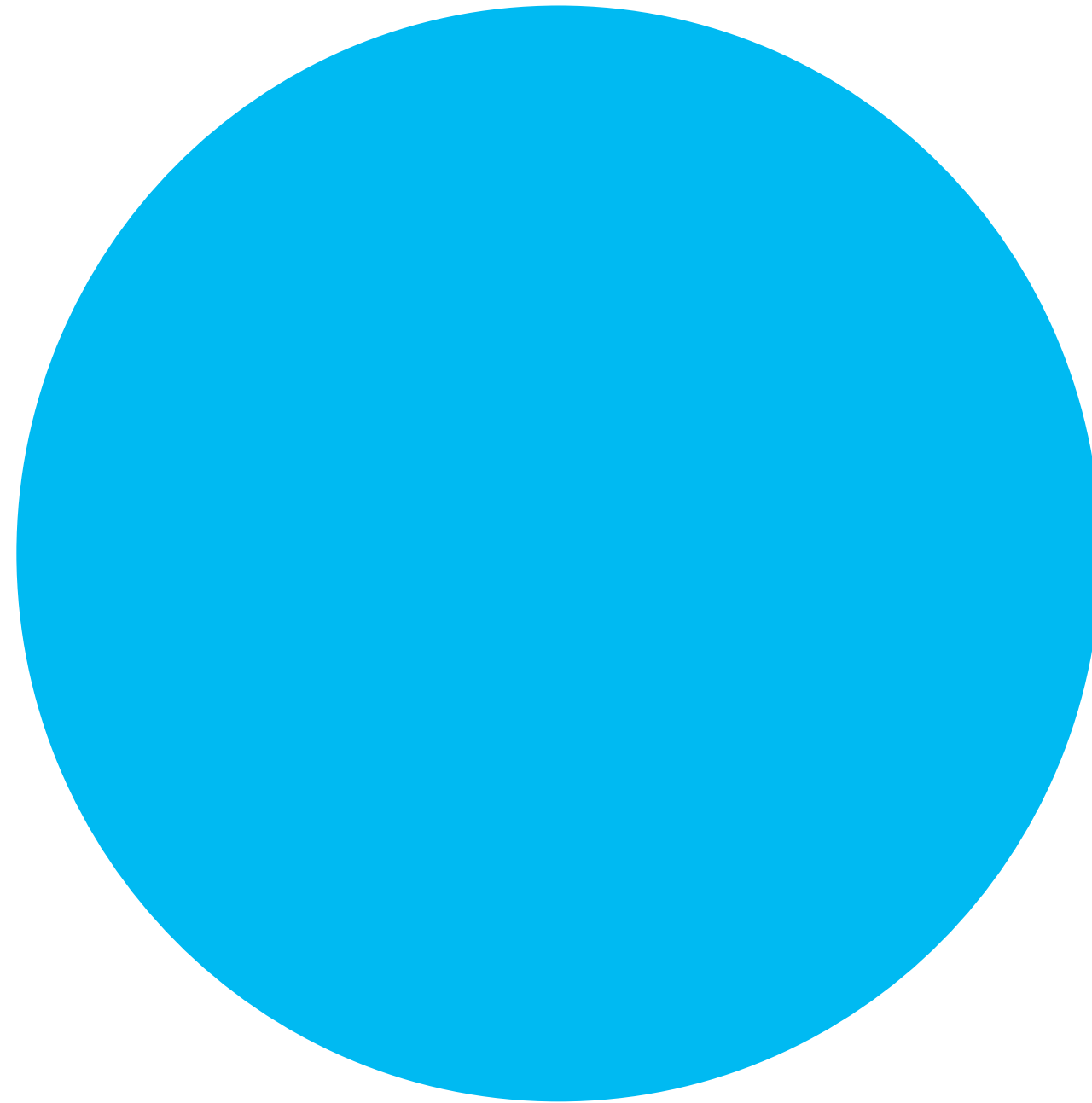**TripActions**

Let's go.

How to Craft an RFP for Travel Management Companies

Overview

The search for a corporate travel management solution today often requires organizations to make a choice between cost control and a great traveler experience. But that doesn't need to be the case. Here's what to consider when building a request for proposal in today's corporate travel management landscape.

91%

of corporate travel managers believe that business travel is important for driving company growth.

— Skift's 10 Business Travel Trends for 2020

Controlling Costs

Modern travel management solutions take advantage of traveler and technology-forward solutions to keep costs in check –– and many of the savings show up in unique ways. Here's what you need to ask your prospect TMC when it comes to controlling program costs.

- How does your search technology encourage travelers to spend less?

- Is there an incentive program built into your policy?

- Is there a loyalty program built into your technology?

- Are loyalty and personalization taken into account in your search technology?

- How can travel policy be set to encourage cost savings with your solution?

- What special inventory does your technology surface to help drive down travel costs?

Traveller-First Philosophy

A traveler-first philosophy helps to drive better adoption and create efficiencies in a managed travel program.

Key Questions to ask:

- What is your NPS?

- What is your internal program adoption rate among travelers?

- How long does it take to book travel on your platform?

- How easy is it to search for travel on your platform?

- How seamless is your mobile experience?

$$\frac{1}{5}$$

organizations has a traveler satisfaction program in place

— Global Business Travel Association

Technology-Forward Foundation

Technology sits at the center of our lives and, today's travel management solutions need a comprehensive suite of technical capabilities to properly and efficiently handle the booking and management of travelers.

Key Questions to ask:

- How does your search technology work?

- What is your AI strategy?

- How is your inventory sourced?

- What HRIS integrations does your system support?

- How does your company adapt to the changing landscape of travel management and supply?

40%

of corporate travel managers prefer chat when working with global support

— Skift's 10 Business Travel Trends for 2020

Inventory

Inventory is at the heart of any travel management platform. A comprehensive TMC will have a diverse source of content.

Key Questions to ask:

- Does your TMC source content from GDS and consumer sources?

- Does your TMC negotiate special rates to capture unique pricing?

- Which NDC connections does your company have?

- How is inventory displayed and prioritized in your system?

- Are there any markup fees or is there any preferential treatment given to any inventory in your system?

Support

Balancing technology and VIP service when supporting travelers is an integral part of any successful travel management tool. Here's what you should check for when vetting corporate travel support:

- Do you have global travel agents? Are they in-house or outsourced?

- Is your support proactive when a flight or trip is changed or cancelled?

- Do you have a VIP tier of support agents?

- Does your platform have chat support?

- How long does it take for your agents to pick up the phone or answer a chat?

Summary

A great user experience inside of a travel program helps push adoption up and frustration down, a process that directly drives cost savings. By keeping the user experience front and center, forward-thinking companies can ultimately drive significant program savings while travelers reach peak happiness.

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