



What is a Travel Manager to do?

Bradley Seitz
President and CEO
Topaz International



Interesting Headlines

**“Rogue Business
Travelers Driving up
costs”**

**“The coming death of
Business Travel like we
know it”**

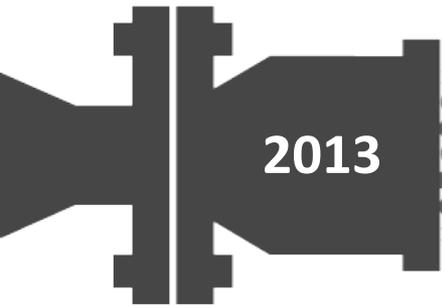
**“Open
Bookings good
for Managed
Travel”**



...and you thought
this was going to be
easy?



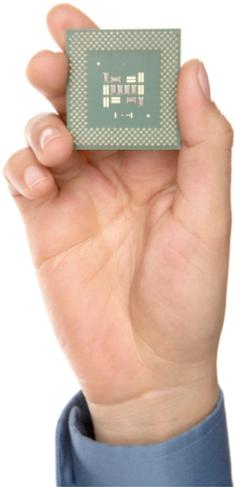
Today, more data can now be sent
over one cable in one second than
was sent in over the entire Internet
in one month in 1997



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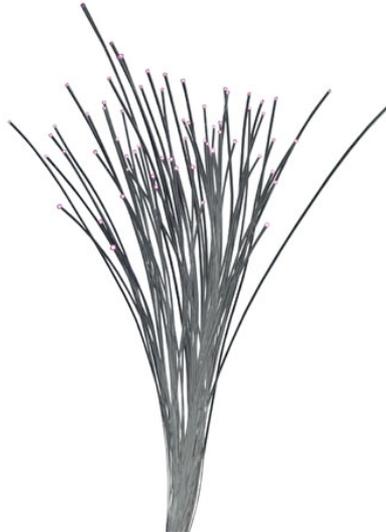
Computational Power — “The Cheap Revolution”



Computing

Moore's Law

Doubles every 18 months



Communication

Fiber Law

Doubles every 12 months



Storage

Disk Law

Doubles every 12 months



An iPad is more powerful than
the systems that guided the
1969 moon landing!



So what does this mean for
travel management today?



Top Thirteen Concepts so
you can remain on top of
your game!





#13: Get Involved: Network Yourself and Drive Advocacy



- Start here! SCTEM
- Local BTA chapter's
- Other National Organizations
- Virtual Groups via LinkedIn
- Government Involvement
- Collective Voices are always better

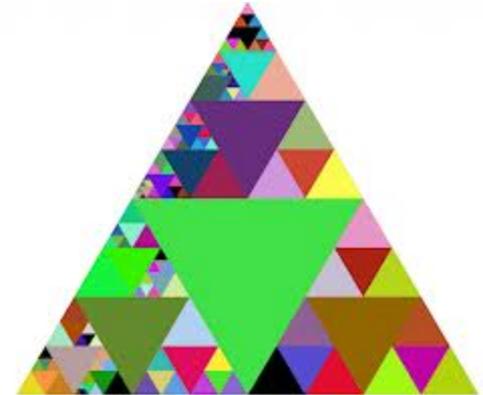


#12: Contracting (even with diminishing gains!)



The classic is still valuable!

- What is right for your program?
- Matching your suppliers to your culture
- Delivering three values
 - To your corporation
 - To your travelers
 - To your supplier
- Make it easier – not harder!





#11 Use Social Media for your benefit



But most important...

What does social media do
for you, personally and for
your professional career?





#10 Distribution and Content



What can you see (and not see!)

- The issue is how will content be delivered
- Costs to corporations most likely to rise
- Fragmented distribution difficult
- Internet challenges with your travelers
- Are comparisons fair and real?
- Implications of IATA Resolution 787





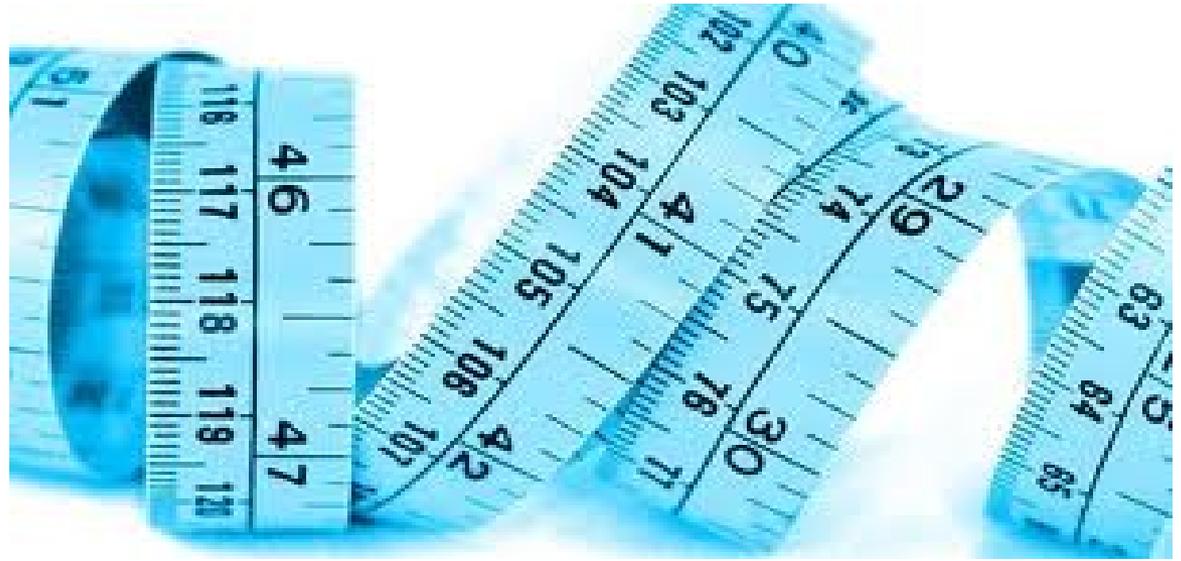
#9 Connect and Listen to your Customers



Do you listen?

- Is there a way for your customers to give you feedback?
- Do you have a way to communicate as well to your customers?
- 50% of business travelers know nothing about their travel policies





#8: Performance Measurement



Not all programs are measured!

- How do you know if things are going well?
- Measurements vital when gauging success
- Should not just be the buyers that are focused on measurements
- Once measured, is there room for improvement?
- How does the relationship grow between the partners?



#7: Benchmarking Yourself



You've Measured, now it is time to compare...

- How does your program compare?
- Are there others like you doing better?
- Not just numbers...
- Policies...
- Procedures...
- Ways of always getting better





#6: Get a seat at the executive table



You need a seat...

- Get as high up the food chain as you can!
- Make sure people are listening to you
- You cannot ignore the travelers.....but
- You must engage and persuade the executives



#5: It's About Time!



Somebody needs to be talking about time.....

- What should your travelers be doing?
- Why isn't everyone screaming about time!
- This is the time your travelers should be focusing not on travel but on their jobs
- Imagine the lost value to your school's from all the time wasted?





#4: Efficiency & Quality



It is NOT about the TPS reports!

- A Quality Program starts with the service
- Speed is important to enhance value
- Understanding where your program causes issues is key to ongoing improvement
- It is never time to relax – always focus on getting better....



#3 Duty of Care



The New Hot Buzzword: Duty of Care

- What is the obligation for Entities to their traveling employees?
- If you are booking everywhere, can you verify timely and accurate information fed back to you?
- DOC can be used to sell real value to your program – by providing personal safety





#2 Mobile Technology



App Overload!

Over 1,000,000 today!





#1: Don't fall! - Rise to the value Challenge



Get involved
Contract Effectively
Use Social Media
Understand Content
Listen
Measure Performance
Benchmark
Executive Seat
Time!
Quality
Duty of Care
Mobile





Questions?



Bradley Seitz

President and CEO

Topaz International

503-828-0993 (w)

207-318-1852 (m)

Brad.seitz@etopaz.com

www.etopaz.com

