Every travel program is a unique blend of Options aligned to your travel policy



agreements



Pre-trip authorization tool



Total trip planning tool



Online booking tool



Expense management tool



Trip itinerary app

Change done right is healthy for any company

Our clients cite our change management processes

as key to their travel program success

Lack of...



Planning



Consensus



Communication



Employee buy-in

can cause...



Delays



Incompatibility



Resistance



Getting tools to integrate within the unique culture of your company without traveler angst or confusion is what matters most

BCD Travel's certified project leadership methodology makes implementation a smooth process



Define the requirements



current program



current data



Implement



Modify if required Measure success

We use a perfectly timed, well thought out, professionally managed project that will result in a successful and smooth implementation

Our Keys to implementation success are:

Part 1 establishes a joint project team supported by communication, contingency and accountability plans

Use proven and repeatable processes

Provide a customized approach





Engage contingency planning



and establishing expectations customized to the individual company's needs **Implement**

Part 2 considers cultural sensitivities—including forming multi-level focus groups

Recognize sensitivities and culture







appropriate security and technology

Establish weekly resource meetings

A customized communication plan for your entire company

How do we manage **change** during implementation?













marketing

materials





web-based

feedback

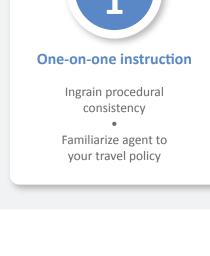
and surveys



of key travelers

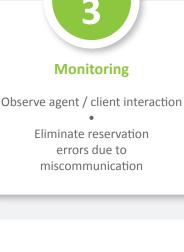
Three-phase agent training on the newly-integrated systems Travel agents are key to happy travelers—and why we train to higher standards...

Phase Phase









Phase

Rigorous processes combined with

close attention to clients' business needs are the cornerstones for your successful implementation

Change should be



the best thing for your travel program

Don't trust just anyone to be up to the task

Trust **BCD Travel**—we have the references to support our claims

the key process of implementation when considering any travel program change

Be sure to find out more about

BCD travel