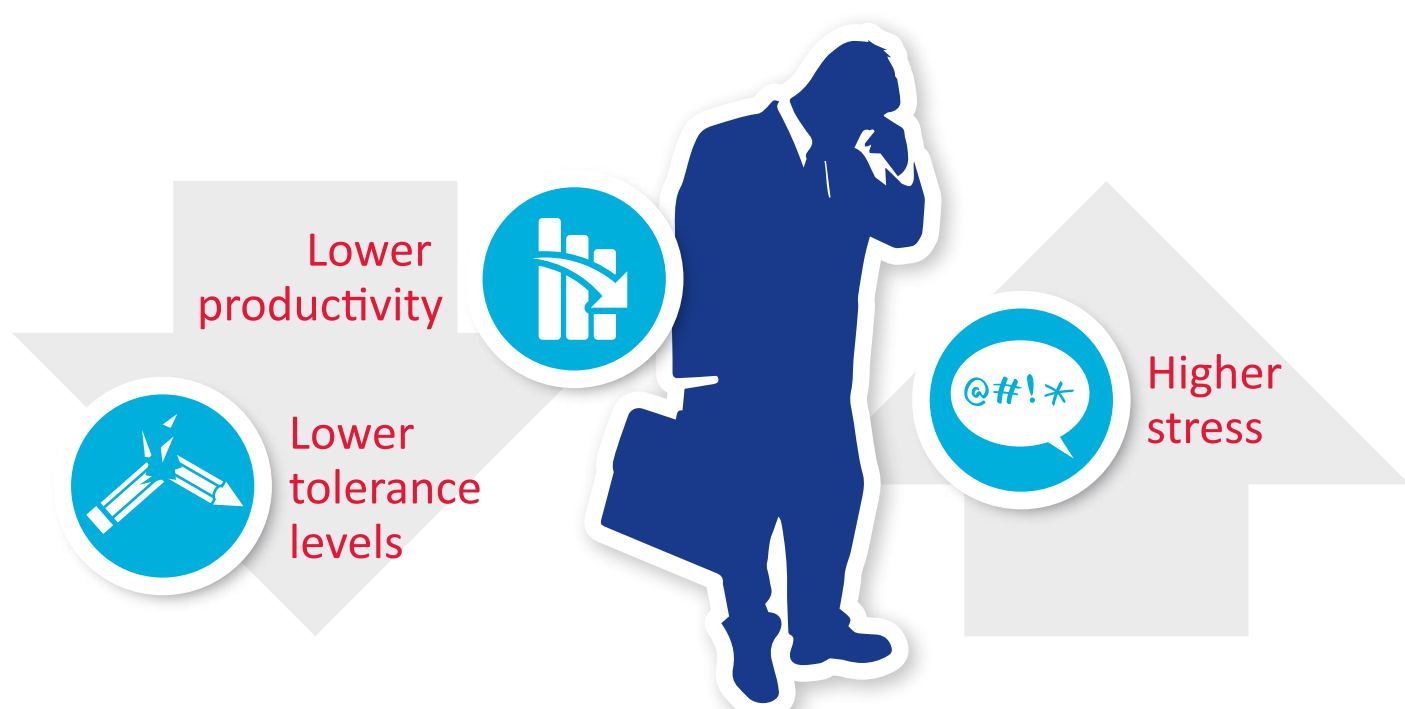
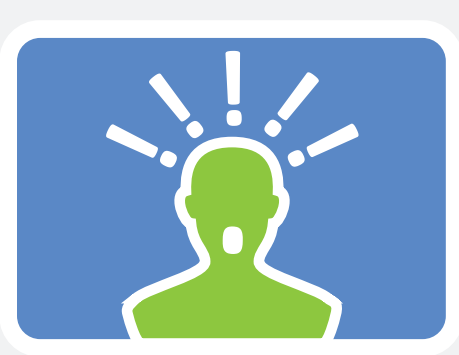


Business travel is **hard**



But disruptions make it even harder

7.5% of all itineraries have some sort of disruption¹



Which means road warriors:

- ✗ Stand in line
- ✗ Wait on hold
- ✗ Get frustrated
- ✗ Miss business appointments
- ✗ Miss their kids' birthdays

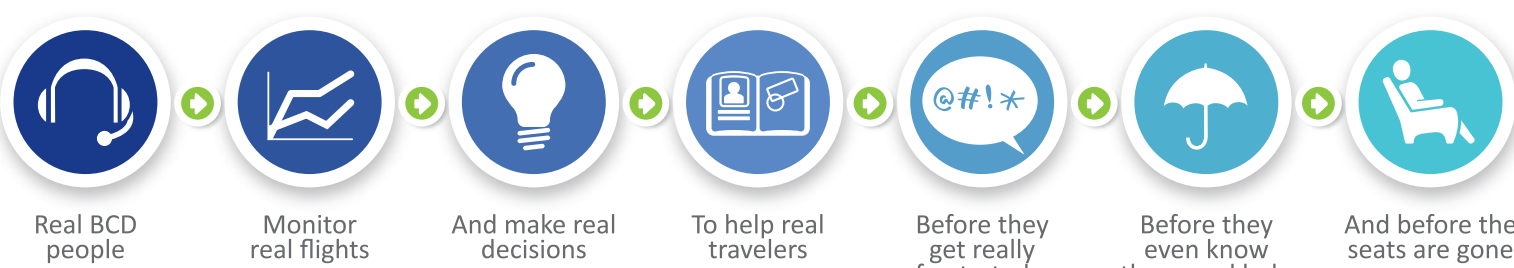


And your company:

- ✗ Loses deals
- ✗ Makes customers unhappy
- ✗ Pays higher T&E
- ✗ Loses productivity
- ✗ Faces employee dissatisfaction

Make disruptions easier on travelers

with **Disruption Services**



Real BCD people

Monitor real flights

And make real decisions

To help real travelers

Before they get really frustrated...

Before they even know they need help

And before the seats are gone

- ✓ Take care of travelers before disruptions occur
- ✓ Minimize wait and hold times

- ✓ Keep reporting current and complete
- ✓ Identify overall disruption impact

That keeps your travelers—and your business—moving forward



Keep travelers happy and productive

Provide duty of care

Manage supplier performance

So, **how** does it work?



BCD monitors every trip around the clock



We identify and prioritize every actual cancellation, misconnect and extended delay



Your travelers don't need to worry about a thing

We identify the best alternatives and take care of all the details



We update your travelers and your reporting

Sources: ¹FlightStats, 2013