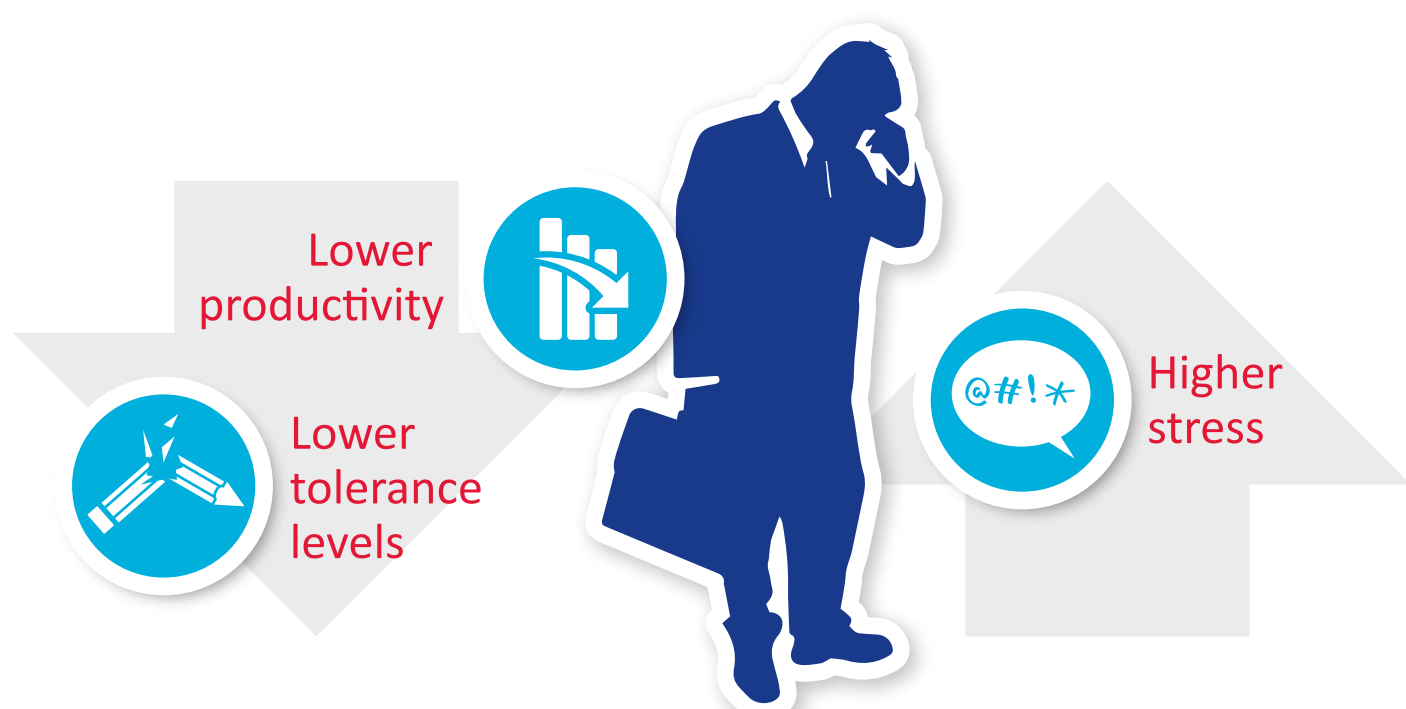
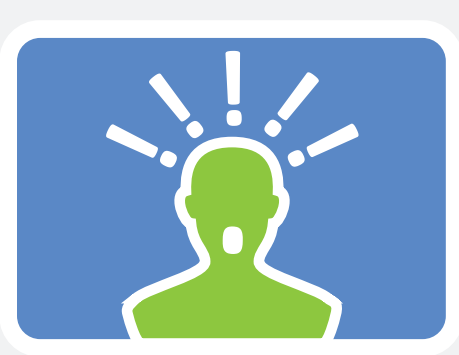


Business travel is **hard**



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

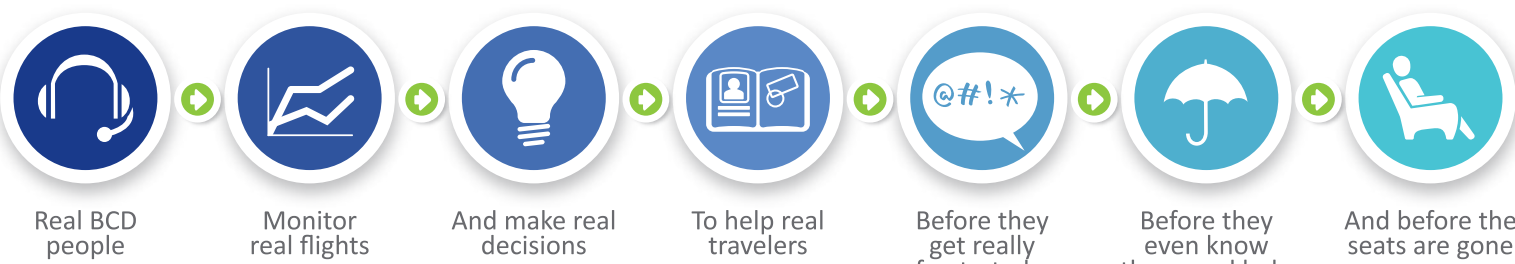


And your company:

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

Make disruptions easier on travelers

with **Disruption Services**



- ✓ 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**



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