

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



Supplier 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



Traveler stress

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



Measure the current program



Analyze current data



Design
Implement



Control
•
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

Establish joint project team

Execute communication plan

Engage contingency planning

Define accountability

Part 2 considers cultural sensitivities—including forming multi-level focus groups and establishing expectations customized to the individual company's needs

Recognize sensitivities and culture

Create an expectations focus group

Share and apply transition expertise

Develop action plan

Implement appropriate security and technology solutions

Establish weekly resource meetings

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

1 A **customized communication plan** for your **entire** company



Face-to-face travel seminars



Training support



Web-based training



Communication / marketing materials



Online web-based feedback and surveys



Measuring satisfaction of key travelers

2 **Three-phase agent training** on the newly-integrated systems

Travel agents are key to happy travelers—and why we train to higher standards...

Phase 1

One-on-one instruction

- Ingrain procedural consistency
- Familiarize agent to your travel policy

Phase 2

Quality control

- Agent learns to test reservation integrity
- Instill procedural integrity prior to agent / client contact

Phase 3

Monitoring

- Observe agent / client interaction
- Eliminate reservation errors due to miscommunication

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

Be sure to find out more about the **key process** of **implementation** when considering **any** travel program change

