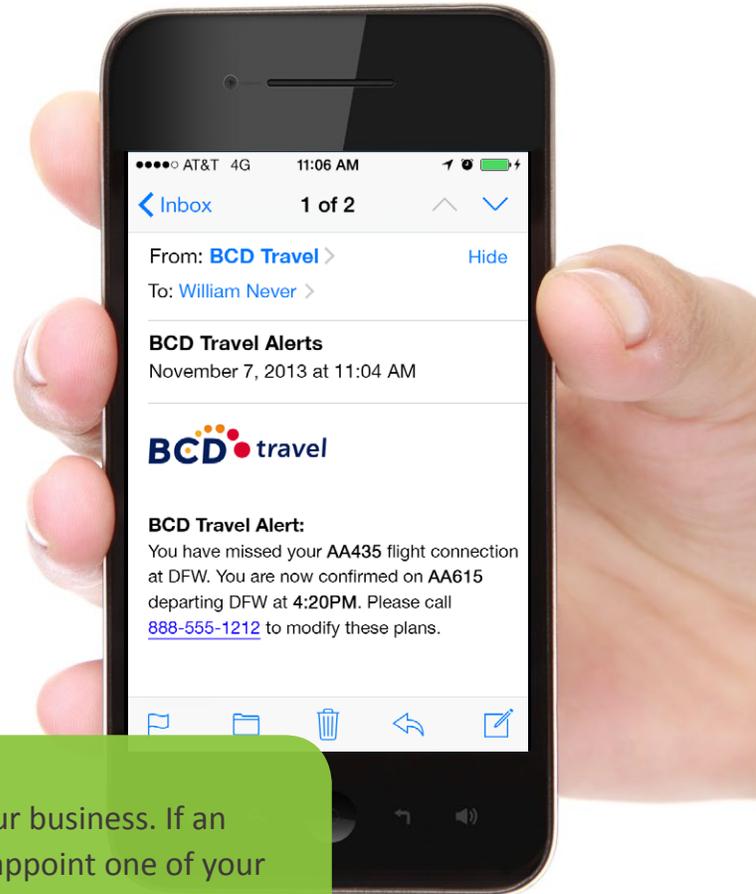


# Disruption Services



Travel disruptions have awful repercussions for your business. If an appointment is missed, you may lose a deal or disappoint one of your customers or prospects. And if your traveler can't get rebooked, travel expenses rise and employee productivity and satisfaction nosedives.

## The challenge

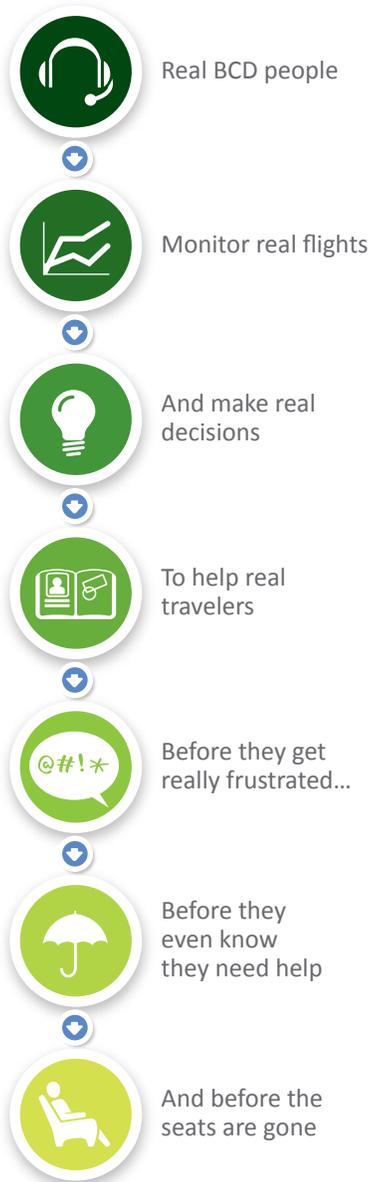
Disruption takes many forms—mechanical failure, weather, flight diversion, crew issues and cancellations. In fact, 7.5% of all itineraries have some sort of disruption. When disruption happens, sometimes airlines rebook travelers on the next available flight. But when they can't, or when the next available flight isn't soon enough, travelers spend long hours on the phone trying to find another flight. Worst case they end up spending the night at the airport. What a nightmare!

## The solution

To help make disruptions less difficult for your travelers, we've partnered with FlightStats to offer Disruption Services.

With Disruption Services there're real BCD Travel people who monitor real flight stats and make real decisions to help real travelers before they get really frustrated and before seats are gone. And often, decisions are made before the traveler knows he or she needs help. When you use Disruption Services, it's like being moved to the front of the line and getting VIP treatment.





- ✓ Take care of travelers before disruptions occur
- ✓ Minimize wait and hold times
- ✓ Keep reporting current and complete
- ✓ Identify overall disruption impact

### How does it work?

As a travel program manager you'll choose which travelers will get disruption services. VIPs? Road Warriors? Everyone? Once we've implemented the program for your company:

- BCD Travel agents monitor flights 24x7.
- We identify and rank every real and potential cancellation, misconnect and extended delay—as well as the down-line impact.
- When a disruption is identified, we take one of two re-accommodation options: automatically rebook for a simple disruption or rebook upon traveler confirmation for more complex situations.
- Every itinerary (air, car, or hotel) is updated and the traveler is informed of the changes.
- And when a change is made, your reports are also updated.

Here's what it looks like for your traveler:

- When a disruption impacts travel plans, our agents get to work.
- If the best alternative is obvious, we automatically rebook the flight and simply let the traveler know.
- If it's more complex, we reach out and work with the traveler directly to review options.
- If any other part of their trip is affected we automatically take care of it, updating their hotel reservation, informing their driver or cancelling their rental car—whatever's required.
- Finally, the traveler's updated itinerary simply shows up in their inbox.

### What this means to you

Disruption Services keeps travelers—and businesses—moving forward. With this solution we provide a service that no other mega-TMC currently offers. You can:

- Reduce hassle
- Improve traveler productivity with better down-line options
- Increase employee satisfaction
- Keep reporting current and complete
- Better manage supplier performance with reports showing how often their travelers are impacted by disruption
- Keep track of travelers and meet Duty of Care requirements
- Provide VIP-level service to travelers

For more information on Disruption Services, please contact your sales or account management representative.