

# COVID-19 INFO HUB PROVIDES TRAVELERS WITH REAL-TIME DATA

BCD Travel self-service resource gives travelers the confidence they need to get back on the road

## Highlight

- ✓ Search for destination and departure restrictions on country and state levels
- ✓ Push notifications to travelers with their specific flight, airport and destination details
- ✓ Interactive map with COVID-19 risk levels and quarantine details
- ✓ Health checks, mask requirements and more for almost 200 airlines
- ✓ At-a-glance charts to compare airlines or hotels
- ✓ Consolidated content in one place that's easily accessible
- ✓ Available in 13 languages

BCD Travel developed its TripSource [COVID-19 Info Hub](#) to help business travelers navigate pandemic travel. As global traveler requirements and entry restrictions became more complex, BCD partnered with MAX Security, a world-renowned geo-intelligence and risk management solution. This partnership ensures that the COVID-19 Info Hub supplies real-time information to travelers when they need it most – during their search or post booking.

## CHALLENGE

Governments and travel providers worldwide are imposing measures to protect people and counter the spread of COVID-19. Business travelers and the travel teams that support them need a resource to help vet and filter the regulations and requirements coming from different sources. They are constantly looking for answers to questions like: Do I need a negative COVID-19 test certificate? What are the quarantine requirements? What if a border closes unexpectedly?

To look up specific requirements, travelers must check various websites of governments, airlines, hotels, airports, etc. The task is time consuming, with often unreliable outcomes as measures change constantly.

## APPROACH

In its ongoing commitment to duty of care and traveler confidence, BCD Travel developed the [COVID-19 Info Hub](#), a public self-service resource for travelers providing real-time travel information. Relevant content is consolidated in one place with multi-language capabilities, so travelers save time finding the details they need. BCD travel consultants have access to the same resource and can give advice to clients who prefer to speak with someone to book their trip. Travel consultants can also provide a direct link to the Hub, so travelers can verify if any changes have been made prior to their trip.



"I recently helped a Chinese citizen who had been living in the U.S. Her visa was expiring, and she needed to travel back to China. She didn't know all the requirements, so she contacted us. In a few clicks, I found all the details that she needed to prepare for her trip in the Info Hub. She had to provide a nucleic acid COVID-19 test report issued within five days of departure from a recognized organization designated by the Chinese embassy in the U.S. After uploading the negative COVID-19 test report to a health portal prior to her travel, she had to carry a picture of the negative test report on her mobile phone during her trip, and quarantine for 14 days on arrival in China," said **Cathy Gallant**, senior travel consultant at BCD Travel.

**"I use the COVID-19 Info Hub daily to assist our senior management in making essential travel decisions. It's easy to use and a very helpful tool to have in order to make informed business travel decisions."**

**Lisa Campbell**

Travel Manager at Parker Hannifin Corporation

## RESULTS

With the [COVID-19 Info Hub](#), travelers can use the search function prior to travel to get destination and departure restrictions. Once they're booked, they will automatically receive trip information directly via push notifications and in their TripSource trip timeline. They can consult an interactive world map for COVID-19 infectious risk levels and quarantine details. And at-a-glance charts help them easily compare airlines or hotels across key categories like health checks and cleaning policies.

**"The COVID-19 Info Hub is a great resource with up-to-date relevant content. It gives our travelers confidence that they have support during travel with the ever-changing restrictions. Kudos to the BCD Team for creating and maintaining such a beneficial tool."**

**Travel Manager**

Life Sciences client

