BCD travel
travel smart. achieve more.™

Performance Management

Emerging technology and travel management

Technology delivers better-run travel programs

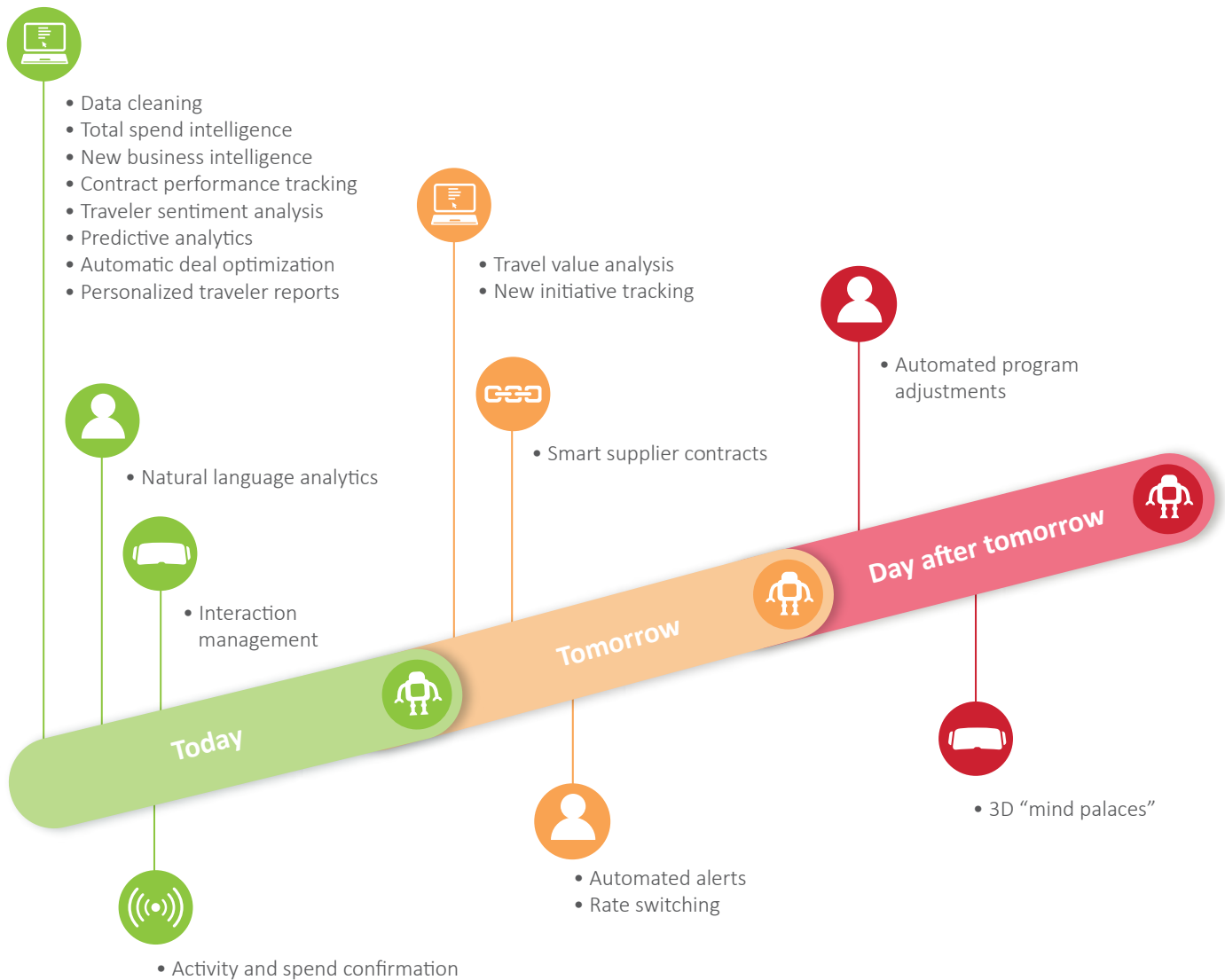|	Machine learning	Blockchain	Bots and virtual assistants	Augmented and virtual reality	Internet of Things
What it means	A form of artificial intelligence, where software improves its performance by learning from the past.	A distributed database, in which information is controlled by independent people.	Software that can substitute a human, being able to provide personalized responses and perform other tasks based on machine learning.	Technologies, creating an immersive computer-generated environment (VR) or using virtual information to enhance the real world (AR).	A network of connected intelligent devices using the Internet to communicate.
What it means for performance management	Taking travel programs to the next level.	Delivering certainty to program performance.	Making productive use of travel data.	From travel to interaction management.	A new source of travel data.

How emerging technologies can transform performance management

Today
- Data cleaning
- Total spend intelligence
- New business intelligence
- Contract performance tracking
- Traveler sentiment analysis
- Predictive analytics
- Automatic deal optimization
- Personalized traveler reports
- Natural language analytics
- Interaction management
- Activity and spend confirmation

Tomorrow
- Travel value analysis
- New initiative tracking
- Smart supplier contracts
- Automated alerts
- Rate switching

Day after tomorrow
- Automated program adjustments
- 3D "mind palaces"

Getting the best from emerging technology

	✓ Consider your role	✓ Review your goals	✓ Update your processes
	Plan to spend more time making decisions.	Understand and measure true success.	Migrate to dynamic, continuous sourcing.

Download our Inform report on Performance Management to learn more about how emerging technology can transform performance management in corporate travel.