BCD travel
travel smart. achieve more.™

Duty of care

Emerging technology
and travel management

Technology bridges the duty of care gap

	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 duty of care	Anticipate trouble before it happens.	Accurate and secure traveler data in a single, accessible location.	Enabling targeted, integrated and total traveler care.	Reducing risk by making the unfamiliar familiar.	Supporting travelers remotely during their trips.

How emerging technologies can transform duty of care

- Crime predictions
- Civil unrest disruption forecasts
- Weather disruption forecasts
- Incident monitoring
- Suspicious card activity monitoring
- Traveler location prediction
- Personalized booking recommendations

- Pre-trip risk assessment and briefing
- Timely on-trip safety advice
- Checking traveler status in emergencies
- Routine insurance claim assistance

- Traveler stress monitoring

- Universal ID
- Easy-access medical records
- Universal traveler profiles
- Accommodation host profiles
- Traveler tracking maps
- Anywhere, anytime money transfer

- Secure baggage tracking

Today

Tomorrow

Day after tomorrow

- Locating travelers
- Entry restrictions for rooms/rental cars
- Vehicle speed control
- Vehicle predictive maintenance

- Dangerous area alerts
- Airline "smart seats"

- Traveler total tracking
- Health monitoring
- Self-driving cars

- A genuine alternative to travel
- Destination previews

- 360° views of emergency situations
- Escape route mapping

Getting the best from emerging technology	✓ **Educate** Check out technology solutions and show travelers their benefits.	✓ **Review your policy** Re-think your risk management approach in the light of emerging technologies.	✓ **Prioritize data security** Familiarize yourself with data privacy regulations.

Download our Inform report on Duty of care to learn more about how emerging technology can transform duty of care in corporate travel.