BCD travel
travel smart. achieve more.™

Policy

Emerging technology and travel management

The days of a classic travel policy are numbered: emerging technologies will cause a revolution

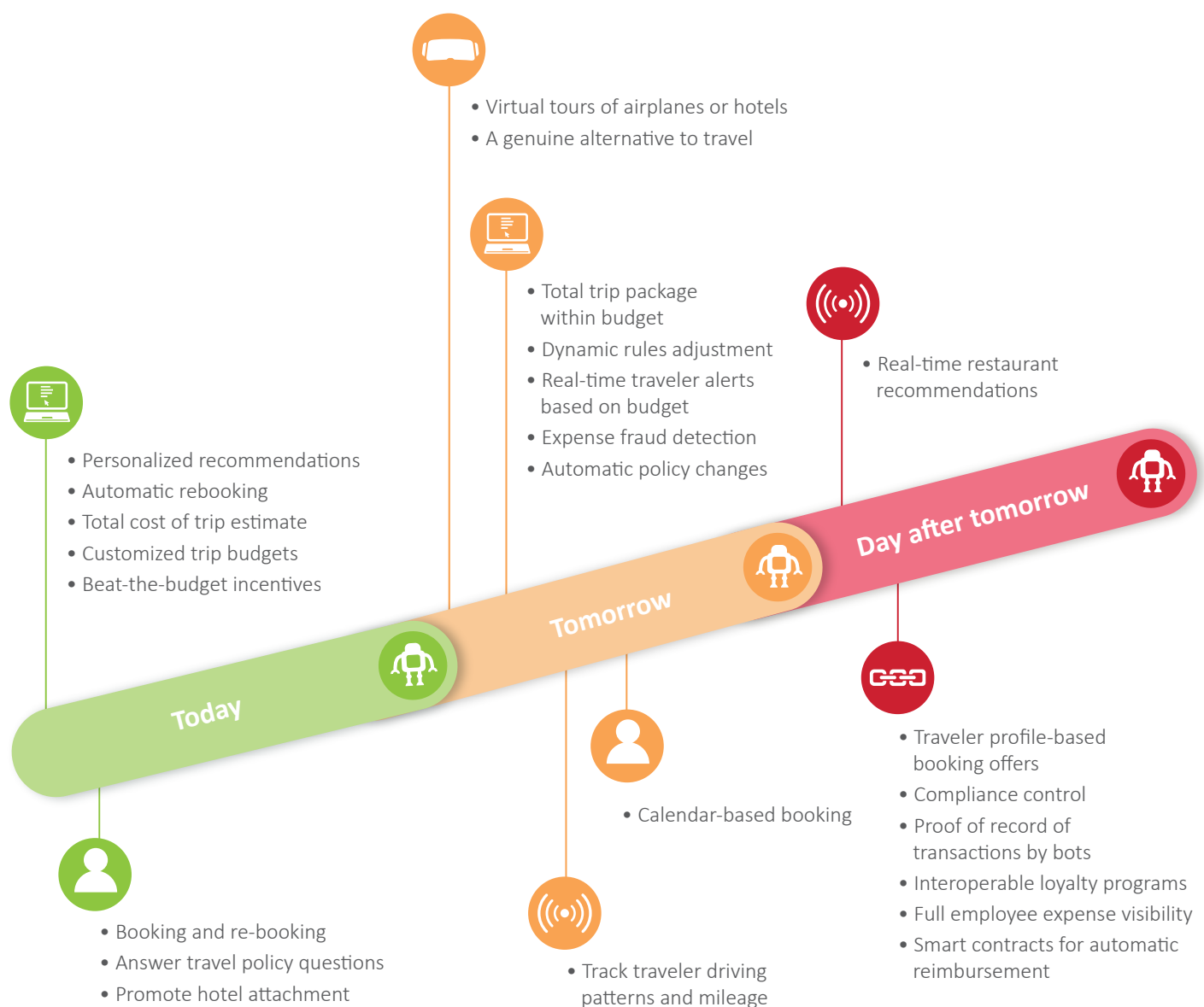|	Machine learning	Blockchain	Bots and virtual assistants	Augmented and virtual reality	Internet of Things
What it means	A form of artificial intelligence, where software improves its performance by learning from the past.	A distributed database, in which information is controlled by independent people.	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 policy	Replacing policy rules with dynamic and intelligent targeted options.	Shared database technology enabling and encouraging compliance.	A convenient channel for accessing policy.	A genuine policy alternative to travel.	Helping to ensure compliant behavior on-trip.

How emerging technologies can transform travel policy

• Virtual tours of airplanes or hotels
• A genuine alternative to travel

• Total trip package within budget
• Dynamic rules adjustment
• Real-time traveler alerts based on budget
• Expense fraud detection
• Automatic policy changes

• Real-time restaurant recommendations

• Personalized recommendations
• Automatic rebooking
• Total cost of trip estimate
• Customized trip budgets
• Beat-the-budget incentives

Day after tomorrow

Tomorrow

Today

• Traveler profile-based booking offers
• Compliance control
• Proof of record of transactions by bots
• Interoperable loyalty programs
• Full employee expense visibility
• Smart contracts for automatic reimbursement

• Calendar-based booking

• Booking and re-booking
• Answer travel policy questions
• Promote hotel attachment

• Track traveler driving patterns and mileage

Getting the best from emerging technology	**Think technology** Prepare company policies and culture for technology to play a greater role.	**Keep informed** Look out for new technology solutions for behavior management.	**Do it!** Introduce the same technologies that suppliers are using to influence your travelers' behavior.

Download our Inform report on Policy to learn more about how emerging technology can transform travel policy in corporate travel.