

# The Right Choice for Business Travel



Egencia customers benefit from a travel management approach that is purpose-built to enhance the experience and productivity of every user at every stage: travelers who may book online, find a last-minute hotel on mobile, or call a travel consultant for assistance; arrangers who are responsible for multiple travelers; administrators with broad program responsibilities and detailed reporting needs; and even our own travel consultants, who serve travelers with efficiency around the clock.

With a detailed understanding of the roles and responsibilities that make up the trip life-cycle, Egencia has built an end-to-end solution to provide a superior experience. As part of the Expedia, Inc. family of brands, data and research are second nature to us. We have the agility, innovative power, and traveler-centric expertise to deliver the modern, connected travel experience that first-generation travel management companies cannot.

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## End-to-end Travel Management

What can our end-to-end platform do for you? Given one platform travelers can use to book quickly and confidently, the only decision they need to make is what flight or hotel suits their needs. Given a seamless mobile business travel app that connects and empowers travelers at every turn, they can focus less on the details, and more on the purpose, of their trip. Egencia's integrated platform then becomes the natural place to turn to book and manage not just a single trip but every trip, driving adoption up and costs down.

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## Game-Changing Technology

Our integrated online and mobile platform was built with the insight and expertise of the Expedia organization. Egencia's in-house product team infuses consumer product trends into our business travel solutions. As part of Expedia, Inc., we benefit from an extraordinary investment in technology, and Egencia operates its own unique single global technology platform.

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## Proactive Customer Service

Egencia provides experienced agent support and solutions that anticipate travelers' needs, including Egencia AssistMe® for click-to-call customer service, including the ability to request a callback\*, our Intelligent Service Platform\* enabling caller recognition, and travel alerts for flight disruptions and critical events. We offer customized service configurations depending on your needs, including enhanced services for executive travelers.

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## Innovative Program Management

Egencia has dedicated program management experts who not only support your travel program on a daily basis but can also assist you in realizing long-term strategic objectives.

Visit [egencia.com](http://egencia.com) or call **1.866.328.0110** to learn how you can make the right choice for your company.

## Hotels by Egencia

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With a selection of over 230,000 hotels, travelers are sure to find the most relevant choice while staying within company travel policy. Users can search and compare pricing easily with a simple and clear display of key attributes that matter to business travelers, including TripAdvisor business traveler reviews. Travelers can shop with confidence knowing what they will get with the rate selected.

## Egencia® App

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Available on iPhone, iPad, and Android, the Egencia® App allows travelers to book\*, exchange\*, and cancel flights\*, book a hotel (including exclusive discounted deals for Egencia customers), view time and cost estimates for ground transportation options (including Uber), access itineraries, and receive timely alerts when on the road. In addition to its beautiful design, the app includes many unique features, including search personalization based on previous behavior\*, RouteHappy integration, and Delta Check-In.

## Egencia Approval System

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Egencia offers trip approval functionality that can be easily customized to meet your company's specific requirements. All trips can be reviewed regardless of whether they are in-policy or out-of-policy. With our Autobook feature\*, once approval is granted, the itinerary is automatically booked and a confirmation e-mail is sent.

## Online, On-Demand Reporting

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As an end-to-end travel management company, Egencia offers online reporting that is automatically updated every day. You are able to modify any of our available report templates or create one from scratch and download them immediately, save them for future use, or schedule them for recurring delivery. New reporting users can be designated at any time.

## Southwest and Other Low-Cost Carriers

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Egencia clients with SWABiz agreements enjoy full access to book Southwest Airlines tickets via Egencia's online and mobile platform\*, as well as exchange online and via mobile. Southwest bookings are also fully integrated into reporting. Egencia also offers online access to JetBlue, Frontier, Virgin America, and other carriers relevant to business travelers worldwide.

## Integrated Meeting Technology\*

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Corporate meeting managers can utilize either the Egencia integrated online booking tool or our full service offering for meeting and incentive planning.

## Egencia Air Platform

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Egencia uses proprietary data to analyze flight-scheduling, pricing, and availability data for every flight to and from every airport, every day. Search results integrate your negotiated rates alongside published fares. Egencia Fare Savings Finder\* is an optional feature that saves your company air travel dollars by capturing reductions in airfares after purchase.

## Online Exchange and Unused Ticket Redemption

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Egencia delivers a powerful self-service platform for exchanges\*, including en route, to help you avoid agent fees and save valuable time. Our unused ticket functionality\* integrates available credits into the booking path, aiding in cost recovery.

## Ground Transportation Integration

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Egencia provides an array of options for ground transportation with substantial discounts with the most prominent industry-leading car rental companies, integrated searching and booking on Amtrak and other rail providers globally, as well as car service booking online\*.

## Expense Integration

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Egencia offers expense integration with Concur, our preferred global expense partner, among other expense providers. Egencia clients seamlessly integrate their expense system with Egencia's integrated platform without making any significant changes to current business practices.

## Technology-Driven Compliance and Savings

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Egencia leads the way in applying tools and technology to promote responsible traveler behavior and control costs while giving travelers discretion and choice. By integrating your negotiated rates with proprietary and GDS content on our platform, we are able to encourage, or enforce, the selection of in-policy travel options that best fit your traveler's needs.

## Duty of Care Programs

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Egencia provides round-the-clock support for all domestic and international travel, crisis alerts, and even emergency messaging within the booking path based on destination selected\*. Egencia also integrates with the world's leading travel security firms, including International SOS, iJET, and red24, among others, who provide such services as threat monitoring, medical assistance, and evacuation.

\*Not yet available in all markets.

Please contact Egencia for complete product details, terms, and conditions.

Visit [egencia.com](http://egencia.com) or call **1.866.328.0110** to learn how you can make the right choice for your company.