



TRAVEL MANAGEMENT THAT

**performs &
transforms**



A middle-aged man with glasses and a grey beard, wearing a grey suit jacket over a light blue shirt, is sitting in a white chair. He is looking down at a smartphone held in his hands. The background is a bright, out-of-focus office interior with large windows.

About CTM

At Corporate Travel Management (CTM), we develop highly customised travel management solutions which make a real difference to businesses across the globe.

Our unique blend of customer service and innovative technology drives exceptional value at every step of the travel management journey through:

- greater savings
- improved efficiencies
- maximum safety

CTM's proven business strategy combines personalised service excellence with market-leading technology to deliver a return on investment to our customers.

No matter the size of your travel spend or how complex your travel needs, we will deliver a tailored solution that works for you.

That's the CTM difference.

[LEARN MORE ABOUT CTM](#)

Global solutions, delivered locally

CTM is an award-winning global provider of innovative and cost-effective travel management solutions to the corporate market. We understand the complex travel needs of businesses large and small in every global market, and are committed to developing tailored travel solutions that drive results.

CTM's global footprint spans four continents and, together with our extensive Global Partner network, we provide our customers with consistency and assurance wherever they travel. Our international network is underpinned by compatible systems, processes and service cultures in every market, delivering maximum savings, efficiency and compliance.

So whether you're accessing CTM's network in Paris, Seattle, Sydney or Taiwan, rest assured you're working with a local leader in travel management who truly understands your business's travel needs.

Your complete travel partner

CTM's customers enjoy access to a number of complementary travel services all under one roof, each leveraging CTM's technology framework, global scale and local market expertise. By consolidating your travel spend, you'll enjoy the benefits of enhanced supplier negotiations, streamlined technologies and consistent processes which deliver greater savings and efficiencies across your business.



CORPORATE
TRAVEL



MEETINGS &
EVENTS



LEISURE
TRAVEL



LOYALTY
TRAVEL



back to business travel

CTM's global customers have expressed the significant impact that COVID-19 travel restrictions are having on their business's performance and growth, and their ability to support and engage with customers and employees.

Is your company ready to return to business travel?

Regardless of the size or scope of your travel program, now is the time to look ahead to ensure you are ready to support a confident return to travel when the time is right for your business.

By reviewing key program objectives, policies and technologies during a time of immense change, you can ensure the stability of your program and your ability to continually deliver on business goals as a travel stakeholder within your organisation.

CTM has a wealth of experience implementing travel programs on a local, national and multi-national scale. Through times of change, CTM continues to introduce new solutions and innovations to support health, safety and wellbeing as the world returns to business travel.

To identify key re-entry strategies, challenges and solutions for your travel program, let CTM help you design, manage and measure a comprehensive approach to travel management.



With CTM, your business will be supported by future-proofed travel solutions ready for today and tomorrow's travel experiences, focused on boosting traveller confidence and mitigating corporate risk through 6 key program areas:



Ensure travellers feel safe and have access to health and wellness resources.



Review supplier agreements and leverage partnerships to drive safety, comfort and value.



Implement an unused ticket credit process to minimise new charges and lost credits.



Boost traveller confidence and mitigate corporate risk with enhanced duty of care tools.



Review your travel policy in line with your business's culture and goals.



Communicate policies and resources to maximise confidence and compliance with your travel program.

[REQUEST A TRAVEL PROGRAM READINESS CHECK](#)



Personal Service

Business travel can be complex. Travel program success requires an intricate understanding of your business's unique objectives, travel trends and traveller preferences.

As such, CTM provides our customers with the support and service of local travel management teams. Led by a strategic account manager and supported by highly experienced travel experts, CTM provides comprehensive round-the-clock support to your business and your travellers.

From your first interaction with the CTM team, you'll experience the CTM difference.



Your dedicated team of travel experts are here to provide support, wherever and whenever you need it.



Travel consultants are rewarded for service, not sales, and are always working in your best interests.



CTM's structure ensures local accountability, accessibility and exceptional service delivery to our customers.

We make it our business to deliver on your travel goals and are proud of long-standing partnerships with customers, suppliers and employees founded on trust, respect and understanding.

[LEARN MORE ABOUT CTM PERSONAL SERVICE](#)

CTM SMART Technology

CTM puts the user front-and-centre of our technology development, ensuring the most relevant, intuitive and easy-to-use tools on the market.

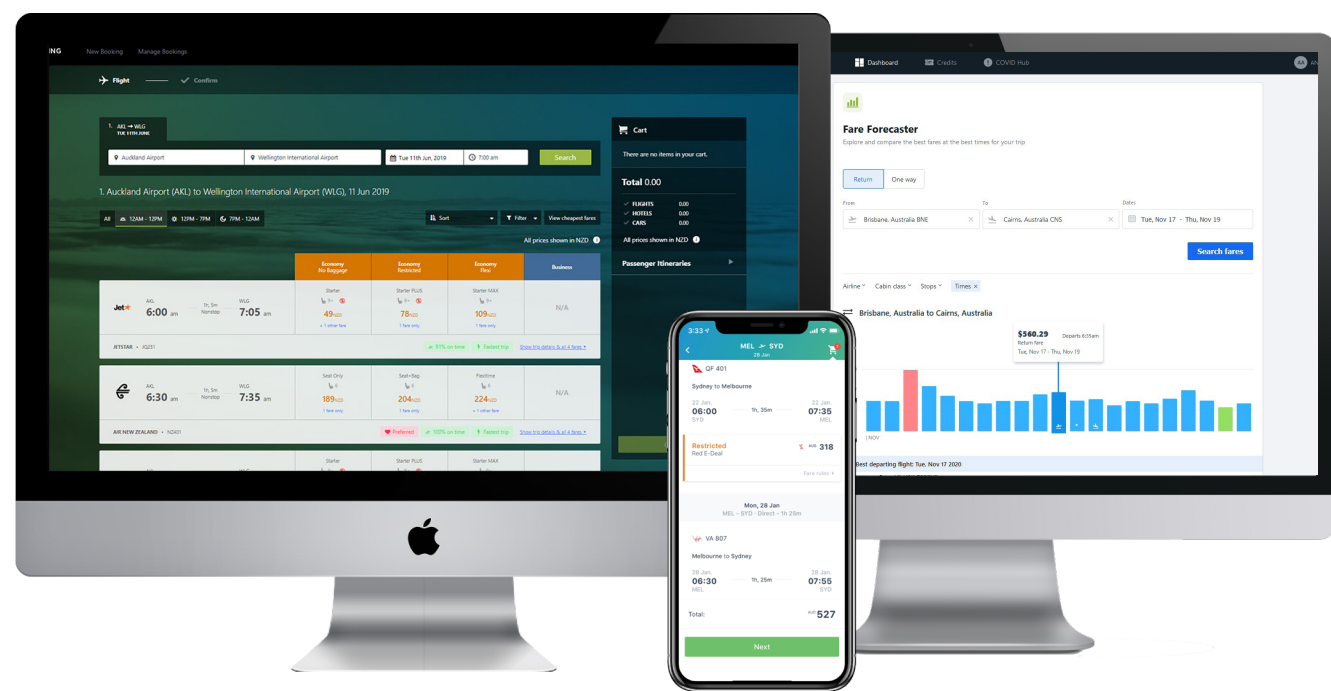
As a CTM customer, you'll enjoy user-centric travel technology designed to enhance the travel experience for every stakeholder. CTM's SMART Technology is built on the most contemporary platforms, delivering tools which are flexible and engineered to last.

CTM's SMART Technology platform:

- **drives savings**
- **increases productivity**
- **enhances safety**

CTM's regional Tech Hubs develop market-leading travel tools which are built in-region for regional market needs. This approach ensures speed to market and the most relevant, compatible and customisable tools designed specifically for our customers' needs.

Whether you're a traveller, travel arranger or travel manager, our powerful, intuitive and user-friendly technology will meet your ever-changing travel needs.



[LEARN MORE ABOUT CTM SMART TECHNOLOGY](#)

EXPERIENCE

Lightning

Book your trip in less than 90 seconds

Lightning is the first corporate online booking tool to replicate the consumer travel booking experience, driving greater efficiency and adoption than ever before. Exclusive to CTM, and built on CTM's proprietary technology framework, Lightning puts the user at the centre of the booking experience to deliver greater savings, productivity and compliance to your travel program.

Book the best corporate deals on flights, hotels and car hire within a single, intuitive and easy to use booking platform, integrated with advanced forecasting technology and airline and hotel reassurance features to drive better buying decisions. Lightning aggregates content from multiple content sources for maximum choice, and enables heightened customisation to suit your travel programs' objectives.

Enjoy a new level of innovation, speed and agility with Lightning.



Complete trip management

More than ever before, our customers lean on CTM as their travel management partner to ensure their travellers, travel bookers and travel program managers have access to the information and tools they need to drive safety, productivity and value from their business travel. We have developed the tools and solutions necessary to assist every travel stakeholder, at every step of the travel management journey.

PLAN

Q. Is my trip possible? Where can I find accurate information on borders, quarantine, visas & local health?

CTM Solution: [CTM COVID Hub](#)

Q. Do I have permission to travel?

CTM Solution: [CTM Approve](#) - integrated, customisable pre-trip approval tools

Q. When is the cheapest time to travel?

CTM Solution: [CTM Fare Forecaster](#) - view the cheapest time to travel across 21 days in a single search

BOOK

Q. Who should I travel and stay with?

CTM Solution: [Lightning OBT](#) - view integrated airline and hotel safety and cleanliness features within the booking search

Q. How should I book?

CTM Solution: Via your TMC and within policy via your Online Booking Tool, mobile app or via your dedicated travel consulting team

TRAVEL

Q. How do I know if there's an emergency?

CTM Solution: [CTM Traveller Tracking](#), [CTM Risk Alerts](#), [CTM Portal News](#)

Q. What should I do in an emergency while I'm away?

CTM Solution: CTM's 24/7 in-house travel support, CTM Mobile app 'verify location' feature, manage itinerary changes and book in policy through the CTM Mobile app

RETURN

Q. How do I know if I / my traveller has been to a high risk area?

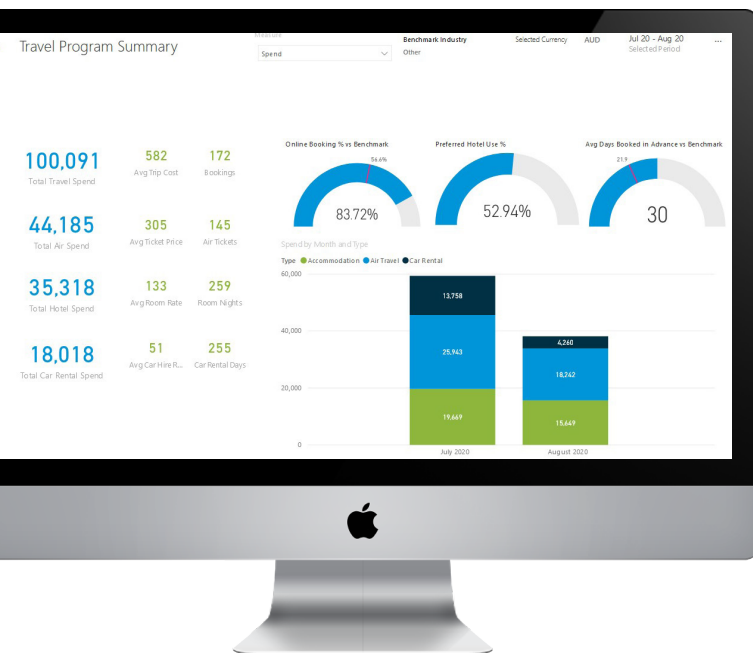
CTM Solution: [CTM SMART Data](#) trip reports

CTM SMART Data

Business intelligence powering high performance travel programs

CTM SMART Data lets you take control of your future travel spend by identifying cost savings opportunities with predictive forecasting and travel trend analysis.

Easily create and share intuitive dashboard reports with your team for more meaningful and digestible insights, or deep-dive into your data with customised reports.



TRAVELLER WELLBEING

CTM understands the importance of traveller wellbeing when designing and delivering a responsible and highly effective corporate travel program for your business. As such, we have developed an intuitive and easy-to-use Traveller Wellbeing dashboard within the CTM SMART Data reporting tool, enabling Travel Managers to identify travel behaviours and trends which could impact the wellbeing of your travelling workforce.

- Number of nights away:** Identify travellers at low / moderate / high risk of adverse wellbeing based on the number of nights away per month.
- Frequent travellers:** Identify frequent travellers by a variety of metrics including mileage, number of trips, nights away from home and more.
- 'Red-Eye' flights:** Identify potential traveller fatigue by tracking frequent 'red eye' travellers (late night, early morning travel).
- Same day return travel:** Identify potential risks of frequent same day travel.
- Fare class usage by flight duration:** Identify fare class usage (Economy, Premium, Business, First) by short, medium and long haul itineraries in line with your existing travel policy.
- Time-zones crossed:** Identify travellers at greater risk of jetlag by the number and frequency of time-zones crossed.
- Mean days between trips:** Understand the mean average interval between trips for your travellers.

CTM SMART Data lets you influence and enhance your travel program:

- Interactive dashboard reports for faster, more meaningful insights
- Visualise and dissect complex data in a single click, across every aspect of travel spend using dynamic filtering
- Complete visibility of spend with consolidated data across multiple sources
- Optimise future travel spend
- Influence and enhance travel policy
- Measure and manage traveller wellness

CTM Climate+

Supporting environmental sustainability in business travel

At CTM, we understand and embrace our sustainability responsibilities as an employer and business partner, and we are committed to developing initiatives that provide practical benefits to businesses, the environment and local communities. CTM is proud to play its part in supporting the long-term sustainability of our planet by reducing the impact of business travel on the environment.

We believe that travel is important to business performance and that a physically connected world can drive greater cultural understanding, cohesion and collaboration which enables communities and businesses to prosper. As such, we have developed a climate action program in partnership with South Pole, providing:

- tools which enable our customers to better understand the environmental impact of their travel
- solutions to support our customers in reaching their carbon neutrality goals

CARBON REPORTING

CTM's SMART Data reporting tool gives customers visibility of their travel program's carbon footprint. Our at-a-glance summary snapshots can be dissected down to individual traveller, trip and supplier level.

- Total CO₂ emissions by month
- Average CO₂ emissions per trip and per traveller
- CO₂ emissions by service type (air/hotel/car/rail) and by service provider
- CO₂ emissions by fare class
- Estimated CO₂ offset costs per month, per trip and per traveller using latest ACCU carbon credit pricing

CARBON OFFSETTING

CTM's customers are invited to offset their travel program's carbon footprint through the CTM Climate+ program. CTM Climate+ enables businesses to offset the carbon emissions created by their air, hotel, car rental and rail travel by supporting a range of environmental sustainability initiatives including rainforest conservation, sustainable livelihood programs, wildlife protection and renewable energy. CTM Climate+ is a convenient and highly effective way for your business to achieve its climate neutrality targets.

LEARN MORE ABOUT CTM'S REPORTING TOOLS





Return on Investment

CTM allows you to control every aspect of your travel spend. For every dollar spent on our travel services, we will return more in savings.



CTM discounts and value-adds which can significantly reduce your travel spend.



Proactive account management continually identifies savings opportunities.



Businesses of every size benefit from our extensive global buying power.



Unused ticket tracking and critical agent services have never been more important.



Access to up front discounts, aggregate rates, and your corporate deals.



Traveller security and data applications measure savings and provide peace of mind.

CTM delivers value to every aspect of your travel program, from strategic advice to global buying power, and 24/7 access to transformational data and technology.

LEARN MORE ABOUT CTM
RETURN ON TRAVEL INVESTMENT

transform your **travel program** today.

Contact CTM today for an obligation-free
review of your travel program.





Corporate Travel Management
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