

Unlocking the unreachable savings

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The 5 hidden gold mines

Pre-departure compliance check

- Identify available savings before the trip starts

Rate-inclusive service reminder

- Prevent travelers from paying for inclusive services

Predictive service robot

- Make it easy for the traveller to do the right thing

Reduce the cost of service delivery

- Eliminate the cost of delivering and retrieving basic information

Behavior change program

- Communicate targets and publish the results

Pre-trip compliance check

Visa
needed
Y/N

Missing
hotel
Y/N

Ground
transport
Y/N

Shared
transport
Y/N

Rate-inclusive reminders

Wireless
Y/N

Breakfast
Y/N

Late
checkout
Y/N

VAT
number
Y/N

Predictive service robot

Do you
need a taxi
Y/N

The shuttle
leaves at
8am

Dinner
next door
with 25%
discount

Remember
to take the
airport
express

Reduce the cost of service delivery

Enable
automated info
retrieval

Broadcast info
during service
disruption

Intelligent risk
management

Mass
communication
with 2-way
response

Behaviour change programme

Announce your new targets

- Define measurable targets for savings or cost reductions

Include all channels of communication

- Intranet, email and mobile messaging

Apply the 3 P's

- Prediction, Prevention and Policy

Volume talks

- Identify the relevant metrics and potential for your top-10 destinations

Reward the right behavior

- Introduce special benefits for right behavior and make compliance easy