

The Future of Corporate Travel

To discover what is driving change for corporations, Amadeus has looked at the *top five trends* currently impacting the corporate travel industry:

1



Voice is the next frontier

There's a major shift happening between human and computer interaction, particularly with voice technology across Asia Pacific. As travel companies continue to invest in voice technology, corporations will have quicker access to the traveler's profile, real-time alerts and in-flight amenity checks within a single natural sentence. This means travel consultants and travelers won't have to go through multiple screens; they can achieve the same goal – using voice.

2



Duty of care

In most countries, employers have a legal and ethical duty of care to their employees, which means they should take all reasonable steps to ensure employees' health, safety and well-being. Amadeus offers a Mobile Messenger solution that provides real-time assistance and disruption management wherever employees and travelers are. Corporations can monitor the safety and well-being of travelers throughout their trip and anticipate their needs and take immediate action when needed. It's been proven that happier, well-rested and healthy business travelers are more productive, present, likely to maintain strong relationships with their clients and suppliers, and more likely to stay with their employers.

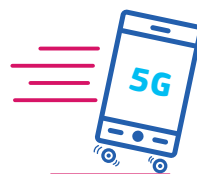
3



The rise of 'Super-apps'

Corporate travelers are juggling so many apps. But the 'one-app/ super-app' concept is something very appealing for the corporate traveler, giving them the ability to book, make changes, get an itinerary, claim expenses – all on one single app. Moving forward, travelers will expect everything to be easily accessible to them through one, simple to use app. Corporations need to bear this in mind when reviewing the solutions that they make available to their employees.

4



Feeling the impact of 5G

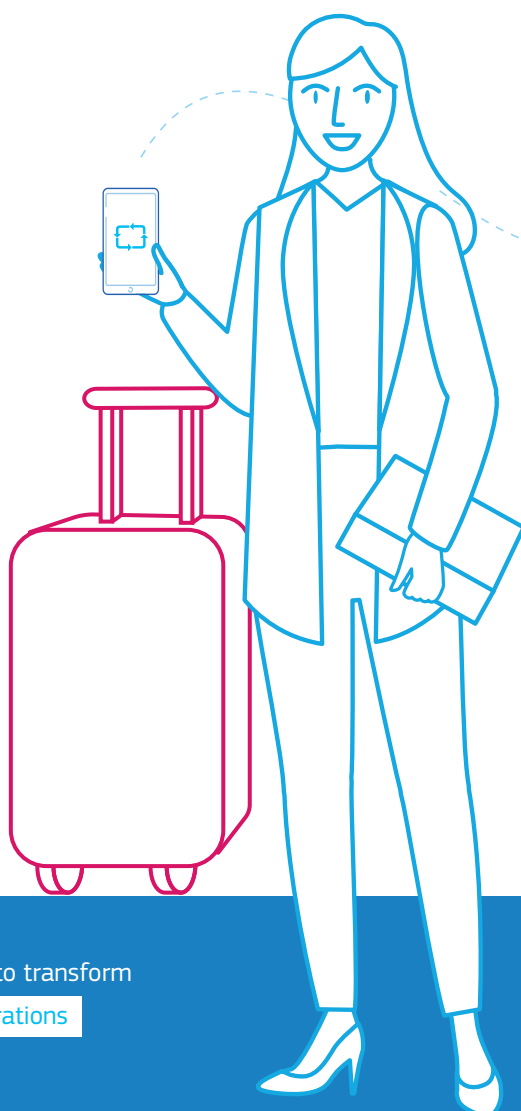
Faster networks through 5G are now being deployed across Asia Pacific and are enabling other technologies to take off, changing the way that we move around our own cities and travel to others. Thanks to the increased speed and amount of data, there will be more advanced connected devices – from smart homes to self-driving cars and smart cities – and increased personalization through Artificial Intelligence. The frictionless experience will continue at their hotel with 5G smart hotels – offering faster connection speeds for smartphones and connected devices. Corporations need to be ready for this and ensure they best equip their employees to take advantage of this 5G hyper-connectivity.

5



Mastering security with a seamless travel experience

The security of corporate travelers will always be the number one priority for corporations and travel management companies. However, maximum security doesn't always mean a smooth travel experience. One trend to look out for in the future is how the travel industry will master security alongside a seamless travel experience. Innovation in this space is well underway and biometrics are playing a huge roll in making this happen. Long queues and scanning passports will become a thing of the past as travel becomes frictionless.



If you would like to learn more about how technology can be used to transform your business, let's talk: <https://amadeus.com/en/industries/corporations>

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