



Curtin University

The Challenges in Uni Travel

What can we do better in the future?

James Evers – Manager, Travel Operations

James Evers

- Studied travel and tourism management in UK.
- Worked for two “stress” filled years with the News International Travel Department, Wapping.
- Came to Australia for a years “break” in 1996.
- 4 week temp contract with International SOS ended up as a 20 year career across multiple departments and countries.
- And then a year ago today.....



I went from this



To this



And today



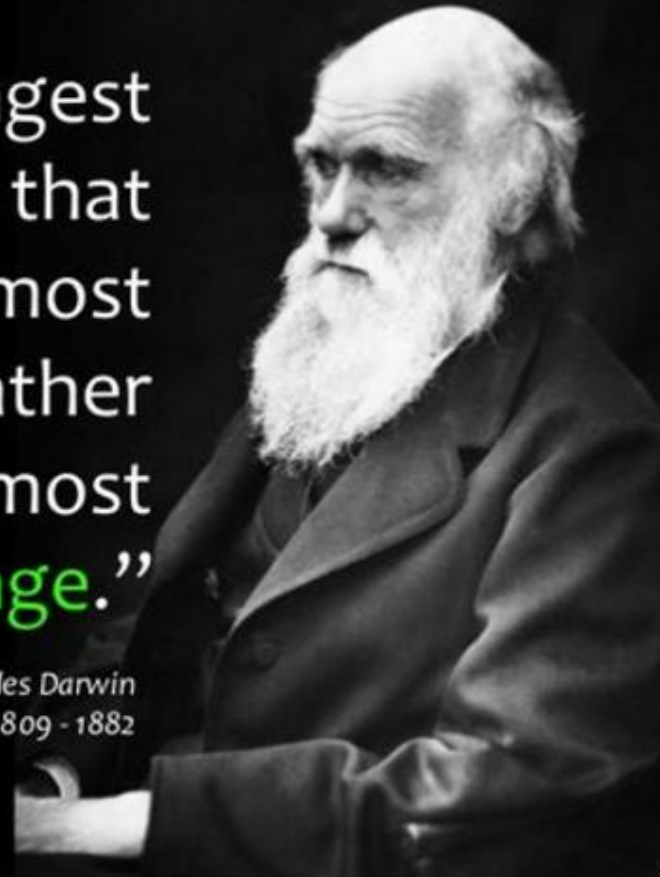
Finance and Procurement Conference



Huge change but as Charles Darwin said ...

“It is not the strongest
of the species that
survive, nor the most
intelligent, but rather
the one most
adaptable to change.”

- Charles Darwin
1809 - 1882



Why? Why? Why?

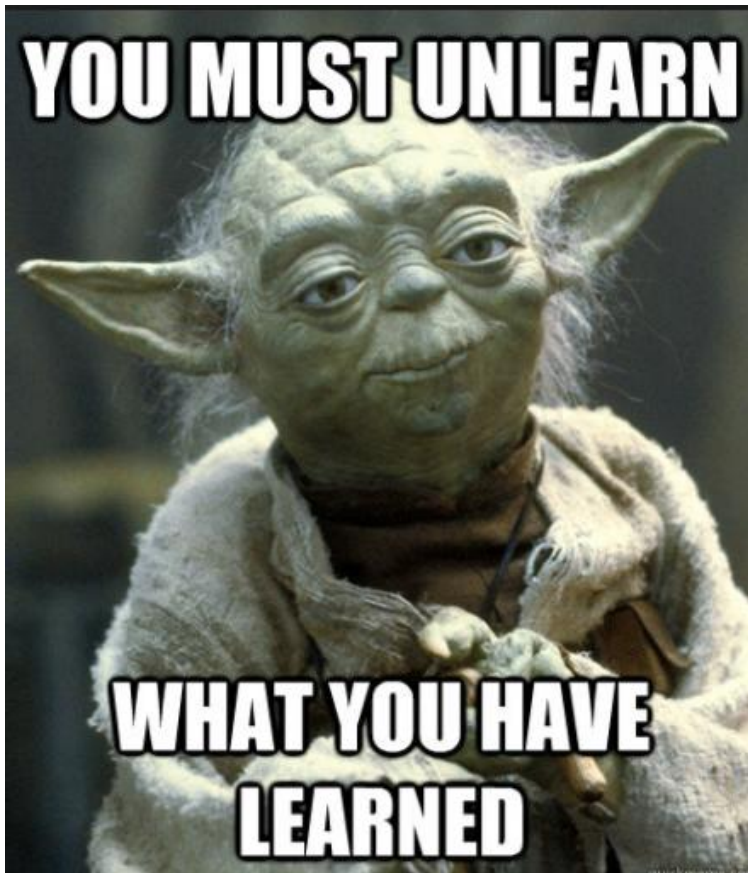
- We have always done it this way
- That's what we have been told to do
- I can't let go
- We don't question things
- Its not our place to question
- We don't get paid to question things

Hence my team know me as **Whyman**



As I say to my team and as the Master said

.....



Curtin Travel

First impressions

- One TMC
- Excellent air compliance @97% (Air)
- Centralised internal travel booking team

Key improvements

- Internal travel process/ flows - E.g. Car hire , Intl booking
- Reconciliation broken – Introduced Airplus
Automation of 85% of travel invoices
- Hotels – no control / mandating / policy
Lido introduced central source for UPH / Gov and BAR
with bill back through Airplus

Key things for the future

- Duty of Care / Risk
- Payment Solutions
- Social Media
- Artificial Intelligence
- Shared Economy
- Travel Booking Channels



Duty of Care

“Complying with Duty of Care obligations at a basic level means that employers must protect the health, safety and security of an employee wherever they work, so far as practically possible”

Simple Question.

Do you know where **all** your travellers are now?

How many of us have had travellers in Europe in last 6 months

..... it is not just terrorism we need to worry about.

Travel Risk

Oct 16 - IPSOS Mori conducted a study on behalf of ISOS

Perception

Rank	Issue
1	Terrorism
2	Civil unrest
3	Extreme weather events
4	Petty crime
5	Natural disasters
6	Infectious diseases
7	Road accidents
8	Stomach/gastrointestinal problems
9	Zika virus
10	Flu
11	Inadequate healthcare
12	Gun violence
13	Non-infectious diseases

Reality

Rank	Issue
1	Stomach/gastrointestinal problems
2	Road accidents
3	Inadequate healthcare
4	Flu
5	Non-infectious diseases
6	Infectious diseases
7	Petty crime
8	Zika virus
9	Extreme weather events
10	Natural disasters
11	Civil unrest
12	Terrorism
13	Gun violence



Payment Solutions

- Do you have a central / decentralised program
- How many minutes does it take your travellers / finance team to reconcile the air and hotel components of a trip?
- How do you obtain data for reporting especially if you have a panel? TMC? EMS? How accurate?
- How do you track FBT
- Control / visibility
- Do you understand enhanced data?
- Do you receive a fair rebate?



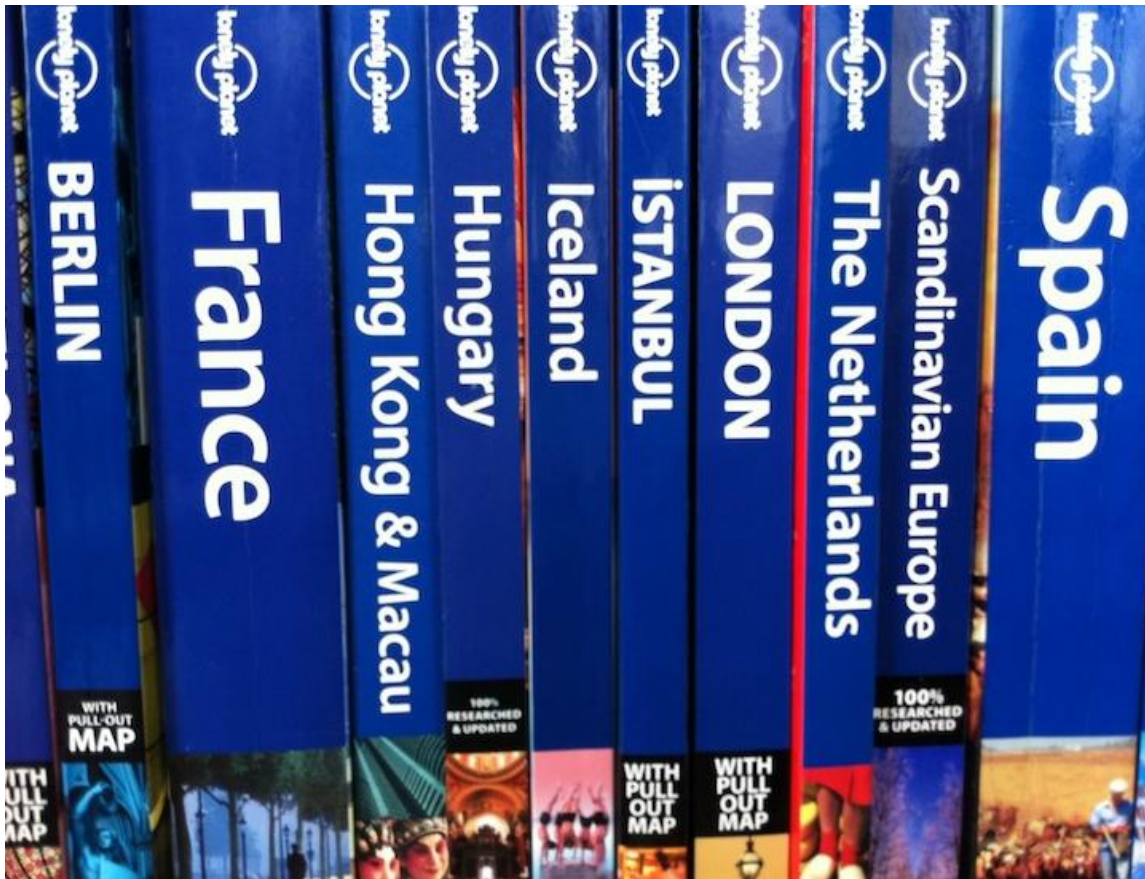
Payment Solutions the future

- Less about new entrants
- More about maturing the existing technology
- Invoicing capturing (e.g. Hotel)
- Messaging based payments e.g. Wepay , Alipay



Social Media

15 Years ago



Today



Citymapper



tripadvisor®



Google
Translate



Instagram



The Future



“Better Business Travel” – share your travel insights recommendations and know how with other business travellers



Feedback without surveys, email phone calls or webforms



Personal AI Travel Assistant

Artificial Intelligence

Today 70% of business travellers prefer self-service technology and that over 50 major travel brands are currently using chatbots or digital assistants.

2018 – 150 “Conichi” Hotel in Australia

2020 – DIBP 90% of travellers will be processed by smartgates

2025 – Hotel rooms - customisable screen every wall
3D printing your clothes

2030 - 25% of road trip in USA via self driving electric cars

2060 - Self “driving” planes



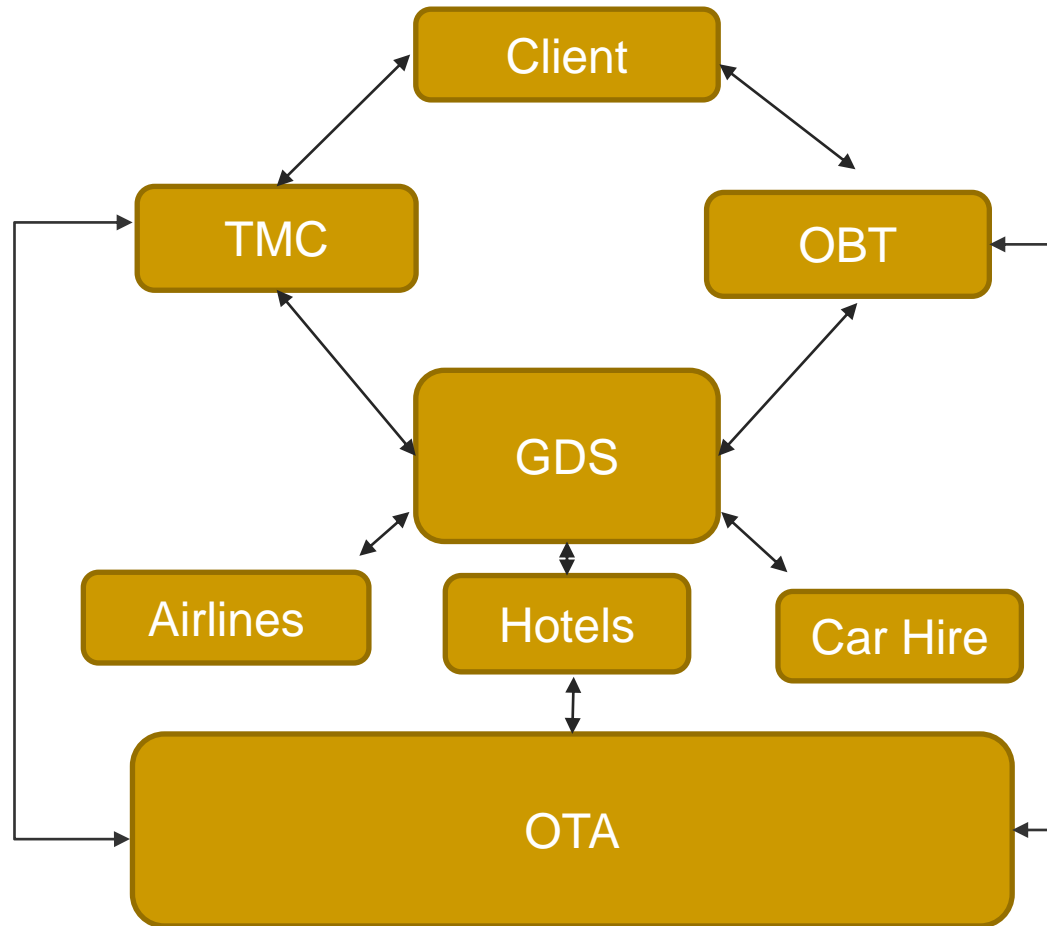
Shared Economy



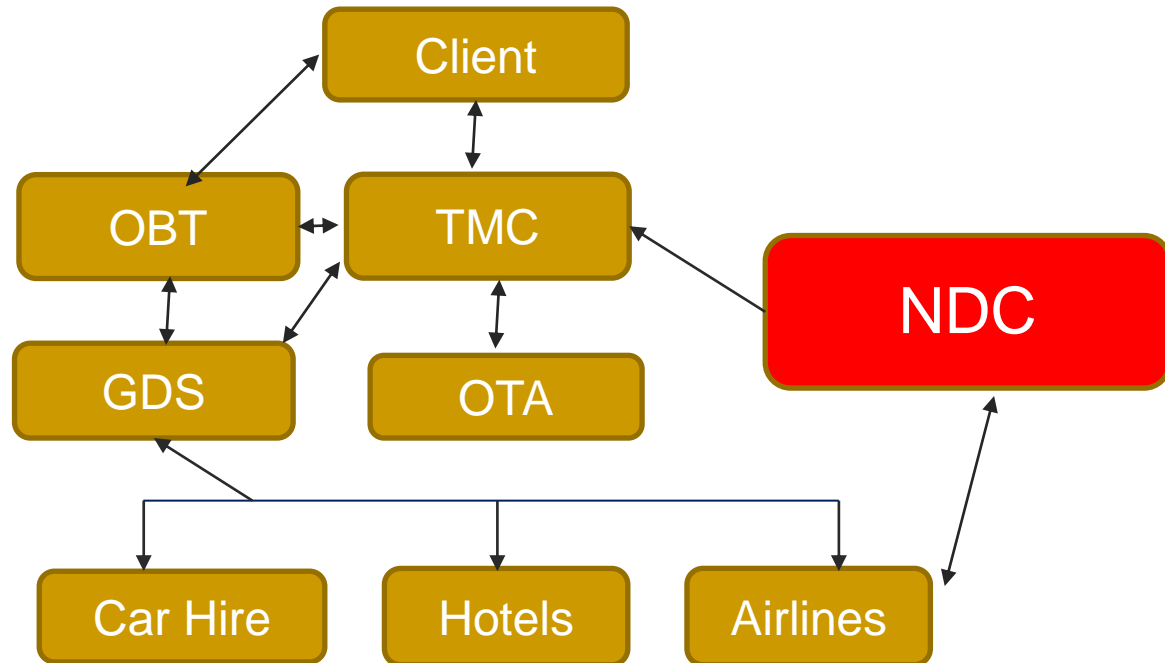
- How many of you have a policy in place
- Lots of talk no real action
- We cannot ignore with the clientele we have
- We all want to save \$\$\$\$
- How do we ensure that we look after our travellers ?



Travel booking Channels



The future



NDC – New Distribution Capability

- Disruption
- Direct sell to agents
- Lufthansa charge agents to book in GDS – 16 Euros
- BA starting in November
- Ancillary charges 2015 Airlines made \$USD40.5b
- In 2016 \$US67.4b - 2017 @\$US80b
- Airline charge for “human touch” in the future will the charge for “web bookings” instead of mobile app?



“You're not stuck in traffic, YOU ARE TRAFFIC”

Have a CLEAR VISION with a VAGUE PLAN. Stay adaptable and agile!

