

Egencia

A leader in
corporate travel
management



Egencia – full service travel management company



Hotels.com™

Hotwire®



An Expedia, Inc.
Company

5

Top Five Global Travel
Management Company

55+

Local Expertise
in 55+ Countries



2,200

More Than 2,200
Employees Worldwide




+\$4B

Over \$4 Billion
in Gross Bookings

The TMC view point

Consumers should be at the heart of any decisions
on changing distribution



Time is of the
essence



Full service &
full content



Simple, Easy
& Best Price

What will the world of flight inventory look like

2013



2020

**Global
Selling
Platforms**

**Feature
Rich**

**Modern
Traveller
Experience**

**The
Unknown?**

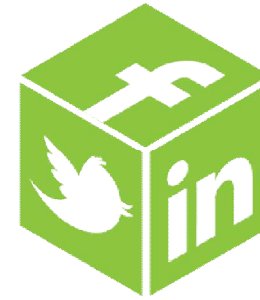
Distribution needs to deliver complete Travel Content



Changing Traveller Expectations



The
Internet



Social
Media



Mobile

Tech Savvy
From Efficiency to Value

By 2013, mobile phones will overtake PCs as the most common Web access device worldwide.

Digital and Travel Trends

- 6.8bn people on the planet: **4bn** use a mobile
- 70% of mobile searches lead to action in **1 hour**
- 60% web users expect a mobile site to load in **3 seconds** or less
- 58% of UK consumers have a smartphone, **19% a tablet**
- **24%** UK travellers use a mobile/tablet to book
- **75%** same-day bookings via mobile, while highest ADRs via tablet;
- Day parting: mobile commute, PCs at work, tablets after **9** pm
- **26%** Europeans w/smartphones read reviews, **14% write**
- Business travellers **7x** more likely to book a flight & 5 star hotel 3 days before

Egencia's Product Vision

Transforming business travel by
revolutionising the customer experience



***Comprehensive
Travel Content***

- Comprehensive global content across air, hotel, and car
- Best industry hotel content available




***Modern traveller
experience***

- Industry-leading web and mobile business travel experience
- Integrated and localised tiered agent service (24/7 global and VIP service)



***Smart Travel
Management***

- Powerful and intuitive policy management tools
- Near real-time business intelligence and reporting

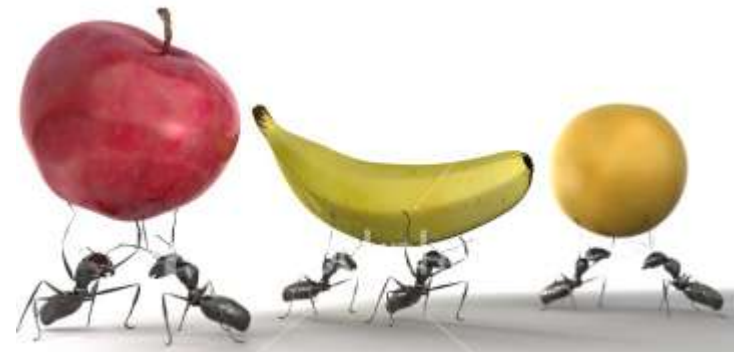


***Global
Technology and
Service Platform***

- Single, integrated technology platform
- Global consistency with local flexibility

Travel Distribution: Collaboration is Key

- Full engagement from all industry participants is critical to making good recommendations
- Welcome technology that helps us to sell all travel products and services to provide relevant choice to business travellers
 - ✓ Pro-Consumer
 - ✓ Pro-Transparency
 - ✓ Pro-Competition
 - ✓ Pro-Operability
- TMCs must have full ability to service business travellers and support corporate clients in their **business travel investment.**



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