



# BUSINESS TRAVEL CONSULTING SERVICES

FINDING THE SILVER LINING  
AMID ADVERSITY



SOLUTION  
SHEET

As global markets and business travel spend shrinks amid the COVID-19 situation, most organizations will need to reassess their travel policies and spend in the coming months, leading to a spurt in travel consulting assessments.

To accommodate this sudden demand from their customers, small- and medium-sized Travel Management Companies (TMC) and boutique travel consulting firms will need to prepare themselves. TMCs and smaller firms need to create a foundation to manage what the “new normal” may look like for their customers, to remain above the curve.

## Immediate Priorities for End Customers

- Re-evaluate their internal travel spend policies
- Formulate a new travel framework to maximize the corporate travel program effectiveness
- Identify and support suppliers to renegotiate new opportunities based on revised volume commitments
- Forecast future travel needs for their organization and update their leadership
- Monitor Average Ticket Price (ATP) to make better purchase decisions, once travel resumes
- Track traveler compliance to new rules and reduce cancellation charges through better planning

## EXL's Travel Consulting Solutions

To help and support small and medium size TMCs and boutique travel consulting providers, EXL has developed a Hybrid Onshore-Offshore Outsourcing Model that will augment a provider's business growth by leveraging the travel domain expertise and offshore capabilities. Additionally, it will accelerate return on investment (ROI) for end customers

## Hybrid Onshore-Offshore Outsourcing Model



### Onsite Team

- **Interfaces** with client project lead, **business contacts**
- **Coordinates** with client project lead to obtain relevant documents, addresses **questions**, obtains **clarifications** and **close open items**



### DUAL-SHORE OPERATING MODEL

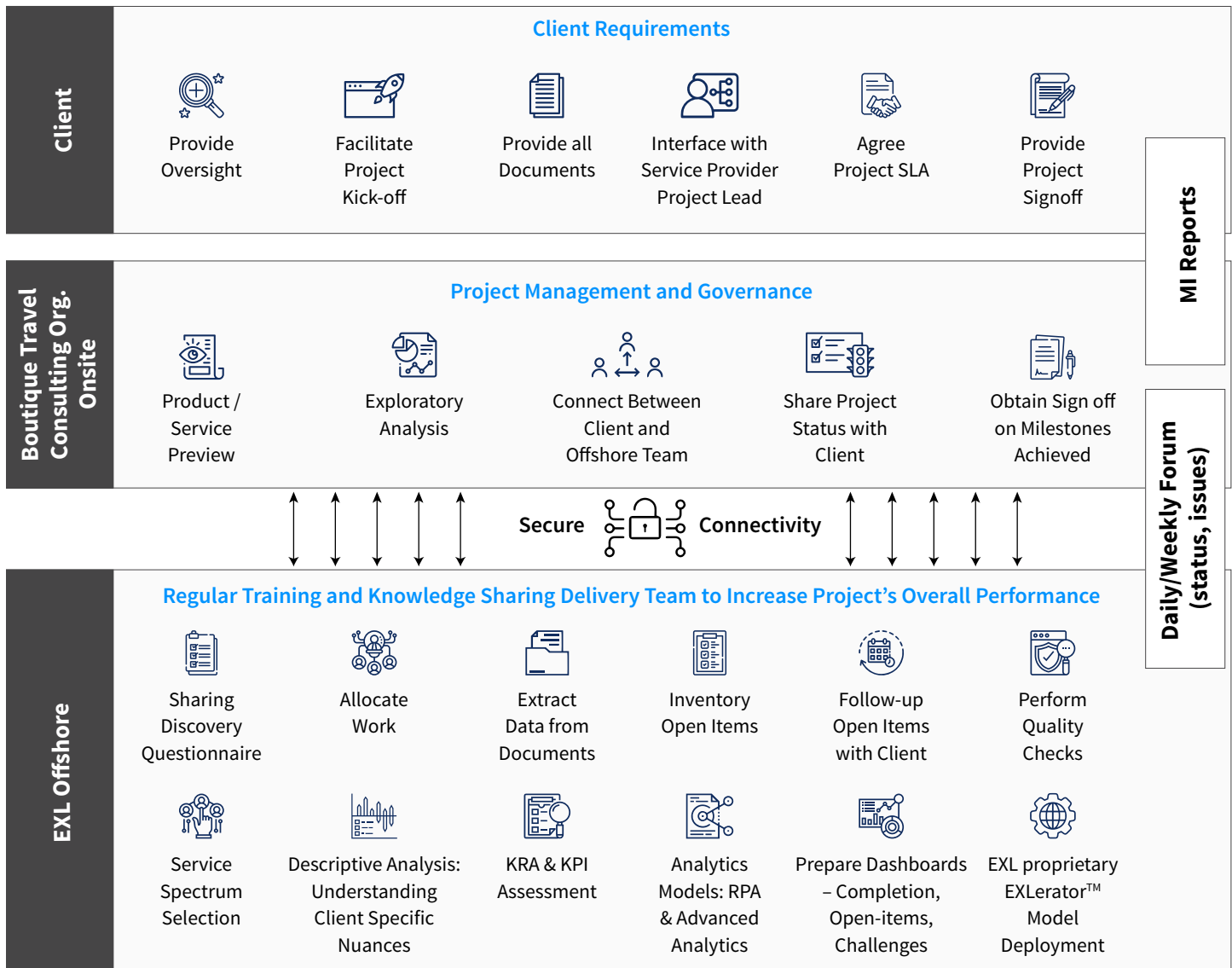


...leveraging  
**6-18 hour work-window**  
between your and EXL offshore  
delivery centers



### Offshore Team

- Extract and populate metadata from all the required **documents**
- Perform **exploratory and diagnostic study**
- **Solution and service delivery** from day 1
- Data analytics for **business insight**



## Strategic Gains in Partnering with EXL

- Cost effective and augmented travel consulting solution
- Joint service delivery through an already in place Center of Excellence (CoE)
- EXL's 10+ years of travel domain expertise
- Access to current EXL client base in multiple industry segments
- Resource pool of 100+ travel consultants
- Improved profit margins through direct labor arbitrage benefits

## KEY PARTNERSHIP ACTIVITIES

EXL's Hybrid Onshore-Offshore Outsourcing Model can augment your business travel consulting capabilities.

### ASSESSMENT /STRATEGY:

Benchmarking program evaluation and a recommended program strategy

### ONGOING PROGRAM MANAGEMENT:

Manage suppliers' contracts to goals, protecting discounts and savings with ever changing traffic patterns

### SOURCING – RENEWALS, RFP, SELECT NEGOTIATIONS:

Negotiate contracts with realistic and sustainable performance goals

## DOMAIN EXPERTISE X DIGITAL INTELLIGENCE

### Key Deliverables

- Spend analytics and optimization
- RFP management and negotiations
- Meeting and events cost estimator
- Carbon footprint analytics

### Technology Platform Capabilities

- ALTERYX
- MS Visual Basic
- Tableau
- Python
- MS SQL Server
- Power BI

## Why EXL

- Over 40 years of combined experience in travel consulting and analytics support
- Senior consultants supporting \$3B+ spend
- Travel spend optimization solutions for Fortune 500 and middle market companies
- Strong analytical skills with ability to comprehend data challenges across multiple sources
- Enabling clients to make tough decisions through intuitive solutions and dashboards

## Contact Us to Learn More

For more information about EXL's travel capabilities or other solutions, please visit <https://www.exlservice.com/travel-leisure>.