

# Al to Z of Business Travel Market Research Report 2017: Size, Share, Major Players, Segmentation, Forecast to 2022

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-- AI to Z of <u>Business Travel</u> Market:

# **Executive Summary**

Business travel is ripe for a shake-up, with low-cost carriers and short-term rentals already muscling in. Business travel has the potential to become highly automated, more so than leisure travel, because it is a more frequent activity, whereby brands can deliver and improve on the product and service thanks to big data and Al. This global report looks at how all travel brands need to consider business travel through a digital, consumer-centric lens to avoid losing out to disruptive forces.



Al to Z of Business Travel global briefing offers an insight into to the size and shape of the Travel market, highlights buzz topics, emerging geographies, categories and trends as well as pressing industry issues. It identifies the leading companies and brands, offers strategic analysis of key factors influencing the market from innovation, pricing, channel distribution to economic/lifestyle influences. Forecasts illustrate how the market is set to change and outlines the criteria for success.

Product coverage: Activities, Booking, Flows, Lodging, Travel Modes, Traveller Profiles.

Data coverage: market sizes (historic and forecasts), company shares, brand shares and distribution data.

# Why buy this report?

- \* Get a detailed picture of the Travel market;
- \* Pinpoint growth sectors and identify factors driving change;
- \* Understand the competitive environment, the market's major players and leading brands;
- \* Use five-year forecasts to assess how the market is predicted to develop.

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#### CHANGING FACE OF BUSINESS TRAVELLERS

Business travellers will be more diversified in terms of nationality, age and gender and, combined with the greater flexibility of the gig economy, many norms will fall by the wayside. Generation Y will pave the way for ubiquitous digital connectivity.

# JOB INCUBATOR

The travel industry is an important job creator, and also has been an important incubator for the gig economy and the self-employed. The future of work will be virtual and mobile, highly connected but uncertain.

### IS BUSINESS TRAVEL BROKEN?

Corporate business travel has been slower off the mark to modernise, held back by legacy issues over compliance. Yet threats are multiplying as leisure brands offering "for business" solutions muscle-in.

#### HOW TO PLAY IN A CONNECTED WORLD

The future fight for business travel will take place at the intersection of search, booking, real-time services plus payments and loyalty, moving towards singular integration, as exemplified by trip planning apps from SaaS and GDS players.

## DON'T BELIEVE THE HYPE

There is a myriad of new technologies, such as voice-enabled AI, emotion recognition software and biometrics that brands can leverage. The danger is not to lose sight of providing a seamless, enhanced user experience at each touchpoint.

#### THE FUTURE IS WHAT YOU MAKE IT

Business travel will be increasingly automated, but conversely the service will become personalised - tailored offerings based on stored preferences and even DNA profiling, with custom website browsing, unique pricing and payments.

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of-business-travel Table of Contents Scope Key findings AI TO Z Introduction to the AI to Z of business travel A for Artificial Intelligence X for experience **WORK DISRUPTED** On-going struggle to balance automation with job creation Perfect storm for future talent Demographic shifts will help to diversify the workforce Millennials will bear the brunt of the Fourth Industrial Revolution Brave new automated workplace What will the new dawn of automation bring?

Co-living brands target global nomads mixing business with pleasure

The "gig economy" to become the standard

Moving towards an optimum work-life integration

Travel as a powerhouse of job creation

Operational shake-up thanks to the Internet of Things

"Choose a job - Choose a career" is so last century

Future-proofing the workforce

**BROKEN BUSINESS MODEL?** 

Breaking down business travel in 2017

Time for a reality check: Is the business travel model broken?

Business travel is ripe for digital disruption

Business travellers' habits reflect broader trends

Asia exports the most business expenditure

Greatest participation in business travel

Crossing emerging market frontiers to scout for deals

Self-employment drives value for money products

The "brand for business" strategy is the first step forward

GDS and the art of reinvention

GDS players are hungry for software acquisition

Start-ups offer a glimpse into the future face of business travel

INNOVATION IN AUTOMATION

Automation principles at work

Service automation creeps to the extreme

The hotel room of the future

Foodservice to face a major shake-up

Chatbots high IQ but low EQ

Meet Alexa: Y our new virtual concierge

Automating service to the max

Innovation in the user experience with "living hotels"

Ever-increasing integration across platforms and devices

The sharing disruptors usher in transformation

Urban mobility and reinventing mass transit

Transport gets a sci-fi to reality makeover

Whoever controls the data, controls the customer relationship

New era of natural search and ever more personalised experience

Blockchain promises to blow open payments

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