

# SUPPORTING OUR CUSTOMERS

## THROUGH COVID-19



### CUSTOMER SUPPORT

Providing round-the-clock service and support to our customers during the COVID-19 pandemic has been, and remains, our number one priority.

We are extremely proud of the expertise, passion and dedication displayed by our teams across North America and around the world during this unprecedented time.

Some of our key achievements include:



## 38,000

British nationals repatriated to the UK on behalf of the UK Foreign & Commonwealth Office



Risk Alerts and Traveler Tracking

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Customer contract extensions, new customer wins and implementations

For the latest business travel insights and news

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and follow CTM



### Round-the-clock travel support

During April/May 2020 our after-hours travel team:

- Managed **thousands of emergency** travel requests
- Monitored online booking tool ticketing queue to ensure tickets were issued for travelers
- Calls were answered in an average of less than one minute



Travel policy review and design: including, reprogramming online and agent tools and reviewing self-booking access and policies



Unused ticket credits: identify, manage, redeem valuable credits

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### EDUCATION & TRAINING

Our teams have been proactively engaging with customers throughout the COVID-19 travel 'downtime' to provide essential training and resources to **build knowledge, confidence, safety and efficiency** as they prepare for a return to business travel.

## 5

customer webinars

## 600+

attendees

- Navigating business travel post-COVID-19
- Data-driven travel policy
- Risk management strategies
- Traveler wellbeing
- Utilizing ticket credits for budget optimization
- Hotel programs reviewed
- Traveler reporting
- Travel technology deep-dive
- Optimizing the business travel experience
- And more!

Business Travel Survey Results

[VIEW](#)

Path to Flying Again Playbook

[DOWNLOAD](#)

More COVID-19 travel resources

[VIEW ALL](#)

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## TECHNOLOGY

CTM's North America Tech Hub has responded quickly to the evolving needs of our customers by prioritizing the development and delivery of innovative solutions that drive **safety, confidence and duty of care** for our customers and their travelers.



**100+**

**airlines' reassurance features** integrated into the Lightning OBT, showcasing COVID-19 related health and safety features within the booking process

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Launched new **Traveler Wellbeing** reporting dashboard in CTM SMART Data

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Hotel health / wellness information integrated from our hotel provider; additional Health Measure content will be added

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Integrated agency tools to assist agent tracking of waivers, cancellations and disruptions

**CTM Portal**, including:

- **'Track'** - proprietary **traveler tracking** tool identifies travellers by location, itinerary and risk rating
- **'Approve'** - new proprietary **pre-trip approval** tool

## INDUSTRY ENGAGEMENT

Our teams have maintained regular contact with travel suppliers to identify and influence changes to services, booking conditions and availability for the benefit of our customers.



**300+**

global customer survey respondents share their insights to influence future travel services

[VIEW SURVEY RESULTS](#)



Federal and state/territory government liaison



Monitoring changes to services, schedules, booking conditions



Supplier benchmarking and forecasting



Virtual product training for travel consultants

Our customers remain our top priority and we are ready to assist you with your travel needs.

**Contact CTM today to discuss your travel program objectives.**