

After two years of upheaval, what's next – how do we plan the future of business travel support?

It's a topic that came up frequently at our last client summit in Berlin. While there, I had the opportunity to catch up with some of our existing clients and to meet mobility and business travel stakeholders from other organisations too. Most of us were delighted to travelling on business ourselves and to have an actual face to face conversation rather than a series of back to back virtual meetings!

However, the most pressing topic was the pace of evolution in the business travel space and how the trends that we have relied on to plan, no longer exist. How do we make decisions when the art of prediction has been thrown into turmoil by seismic changes in the way that we live and now expect to work?

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I am confident in one prediction.....I am confident that the pace of change is not going to abate anytime soon. My confidence is based on the factors that are influencing corporate travel programmes:



With a global landscape where many major economies are facing stagnation and salary levels are out of kilter with inflation, many organisations are looking at alternative ways, including flexible working arrangements, to foster loyalty and attract new talent.



Employee expectations are changing as Generation Z make their mark in the workplace. Increasingly technology savvy and ready to combine work with exploration, they are acting as the catalyst for changes in the way we travel for business and in the way technology is streamlining internal booking and approval processes.



And in addition to the Gen-Z workplace movers, most corporate workers have adjusted their expectations of work life balance as a result of the pandemic which means that hybrid and flexible working arrangements are adding compliance complexity for employers.



So while our conversations at the summit might have produced varied predictions about the levels of travel expected and the appetite for regional v's global business travel, these fundamental trends have significant implications for us all.



As employees are demanding more agility, so our solutions must adapt quickly.



As demands on technology solutions increase, so we must be able to provide consumer grade experiences to foster robust corporate compliance cultures.



And as employee populations converge as purposes of travel overlap, solutions can no longer be viewed – or treated – in siloes.

These are challenging times indeed. But we see excitement in the challenge and have a strong roadmap for the technology that underpins our support for corporate travel programmes. We're stepping up and will be launching our evolved technology platform in 2023. We are transforming the way that employee generated requests and business travel compliance assessments are channeled and managed.

We've put ourselves in the shoes of our clients and are further connecting the compliance needs of today's mobile employees and expanding the logic engines that drive our solution to address them. We will be delivering an even more efficient result for client stakeholders and realising that consumer grade experience employees now expect. Watch this space!



James Macpherson leads the Global Business Travel Advantage team supporting businesses to design, develop and deploy effective global business travel and remote work programmes.

Get in touch

If you would like to know more about our Business Travel Advantage solution and the impact our new platform will have on your programme, reach out to James (jmacpherson@deloitte.co.uk) Alternatively, read more about our existing Business Travel Advantage team [here](#).



Turn it up
Global Employer Services

We are transforming the way that employee generated requests and business travel compliance assessments are channeled and managed.



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