



# Making The Human Connection In Business Travel

## Travel is Big Business

Generating **\$8,272bn**, it's the largest private global industry sector, contributing 10.4% of global GDP<sup>1</sup>

**38.1 million** scheduled flights per year, carrying 4.3 billion passengers<sup>2</sup>

**15.5 million** heads on beds in 700,000 hotels worldwide<sup>3</sup>

**1 in every 10** global jobs is associated with travel & tourism<sup>4</sup>

## Business travel is a significant segment of this market

In the UK alone it constitutes **\$50 billion per year**, making the UK the 5th largest spender on business travel, behind China, the US, Germany & Japan<sup>5</sup>

But with big opportunities come even bigger challenges – and greater competition.

## It's no longer just traditional competitors that you have to worry about...



As these options become easier, cheaper and more convenient, Travel Management Companies need to find new ways to demonstrate value and retain "preferred" status.

## Your people are the key to adding value

### They're the experts...

Confidently recommending that fantastic hotel in the business district of Chicago.

### They know the company...

Understanding every nuance of the client's travel policy and applying this, is the best way to create the win-win for the traveller and their company.



### They're there when it matters...

Because the one thing guaranteed about travel is that it's never predictable.

### They know the traveller...

Their usual flight, their preferred hotels and making sure there are no surprises.

### They know the systems...

Knowing there's a big event on in Munich, so if you don't book early, your preferred flight and hotel may not be available.

## You're relied on when things don't go as expected

### Reactive

- A Lost Bag
- A Missed Connection
- A Change of Plan
- An Urgent Trip



### Proactive

- Adverse Weather
- An Ash Cloud
- A Strike
- A Terrorist Incident
- A Drone

You need to make those vital human connections to keep travellers informed and on the move.

## Delivering the human connection requires seamless communication



Via app, via email, via SMS, via phone.

# How Sesui Helps You Deliver Those Human Connections

## We connect the disconnected



Traditional silos and department-based approaches are the old, complicated ways of doing things. We make it simple, by floating our Cloud Communications over all your existing telephone and customer interaction systems, with all the flex required to meet your changing needs.

## We deliver Actual Intelligence



Self service is here to stay - a win for travellers and a win for you, taking pressure off your agents. But it means when travellers do call, it's important. Give your agents all the insights they need to understand your clients' needs and connect them to the right agent, first time.

## We connect the conversation across channels



Today's clients don't just use the phone, they email, they SMS, they even use video. We ensure you connect with your customers through the channels they prefer, and if the conversation moves from email to phone, we connect the dots.

## We help you work flexibly



There's no restriction on where your people need to be, if they can connect to our cloud, they can make and take calls and respond to your clients' needs. Helping you meet client demands and deliver a 24x7 service.

## We help you respond to the unexpected

When the volcano erupts or the weather does its worst, Sesui cloud provides you with the elasticity to respond. You never run out of lines and every call will be answered. We can also instantly add more users.



## About Sesui

We're the bright British innovator of award-winning cloud communications software – connecting people to organisations when it's critical they get through.

We've spent many years working with Travel Management Companies, helping them to overcome the communication challenges of being there when people need them most. We're problem solvers, we look at every angle; the things you hadn't considered or didn't even know were possible. This allows us to deliver solutions that help TMCs achieve more with finite resources and respond to growing demands.

For more about Sesui, and how Sesui Agent Connect and Sesui Call Manager for Travel can help you make those vital human connections, visit [www.sesui.com](http://www.sesui.com) or call us on **03445 600 600**.