

# Moving to a new Travel Management Company (TMC) approach

Change is scary, not because of the process, but because of the unknown. But we all know that procrastinating won't lead to solutions, and it definitely won't result in transformations.

## The Pillars of change

**1** Accepting change

**2** Putting the pieces together

**3** Implementing a new approach

**4** Navigating the way forward

### Accepting change

**1**

- Online booking tool struggles
- Mergers or acquisitions
- Budget control issues
- Poor traveller experience
- Increased risks
- Multiples processes and suppliers
- Ready for a new and refreshing approach

### Putting the pieces together

**2**

- Communicate with stakeholders
- Assemble your project team
- Gather feedback from travellers & bookers
- Bring on an expert TMC early
- Develop a thorough Request for Proposal (RFP)
- Maintain transparent communication
- Let the TMC develop a custom solution

### Implementing a new approach

**3**

- Come together to discuss the deliverables
- Communicate the TMC & OBТ change
- Pilot change with a test team
- Communicate companywide changes
- Persona-based training with select employees
- Integrate systems into the TMC platform
- Implement new OBТ and TMC services
- Go live with company-wide rollout

### Navigating the way forward

**4**

- Set 30, 60, and 90-day reviews
- Track adoption, identify bugs, and adjust
- Recognise teams embracing the new system (or not)
- Stay agile with processes and tech
- Keep the communication open with TMC