

## Business Traveller - UK - August 2014

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“Services such as Rocketrip that incentivise employees to hunt for deals and spend under budget are set to accelerate the shift towards self-booking and provide a significant threat to the continued relevance and appeal of travel management companies.”

– Harry Segal, Technology & Travel Analyst

### This report looks at the following areas:

- What is the future for business travel management companies?
- How is customer loyalty evolving in the business travel market?

The UK business travel market enjoyed a measure of recovery in 2011 and 2012, but trip volumes fell in 2013. This poor performance can largely be attributed to significant contraction in the larger domestic segment having a disproportionate impact on the wider market, as overseas volumes have remained largely stable since crashing in 2009.

The business travel market faces a range of challenges in the coming year. Travel management companies will need to innovate to remain relevant in a market that is dominated by self-booking. The market also faces disruption as low-cost airlines such as easyJet and Ryanair as well as ‘sharing economy’ start-ups Airbnb and Uber make moves to court business travellers.

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### DID YOU KNOW?

This report is part of a series of reports, produced to provide you with a more holistic view of this market

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