



# Rebooting Business Travel

## Hosted By RIYA BUSINESS TRAVEL

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# OVERVIEW

The pandemic has put the spotlight on the industry's supply side of travel and ways to adapt. This webinar focused on the demand side of things. The panelists dug deep and discussed various issues facing aviation and hospitality, the thought process of a traveller, and what can be done collaboratively to ease the anxiety and busts myths surrounding travel from a business traveller's point of view.

## ABOUT THE PANELISTS

### MODERATOR



#### MR. SANJAY KUMAR

Chief Strategy & Revenue Officer at Indigo (InterGlobe Aviation Ltd)



#### MR. GIRISH NAIR

Founder TravelSpends  
Former Chief Commercial Officer Go Air



#### MR. SATYAKI RAGHUNATH

Chief Strategy & Development Officer Bangalore International Airport Pvt Ltd



#### MR. VIKASH KUMAR JAIN

Chief Financial Officer Hexaware Technologies



#### DR. D PRASANTH NAIR

Angel Investor and Co-founder  
Indus Partner, Zing HR,  
Advisory Board Member  
Nasscom Community



#### MS. PARUL THAKUR

Director Sales &  
Distribution - South Asia  
Marriott International

## KEY DISCUSSION POINTS

### Airports & Airlines

- Consistency across all airports & airlines
- Hygiene & contactless facilities
- Insurance policies
- Price points

### Hotels

- Building confidence
- End-to-end contactless services
- Quarantine facilities
- Safety procedures

### Enterprise

- Insurance policies
- Employee thought process & concerns
- Building trust & confidence
- Getting back in the field

### Technology & Automation

- Convenience
- Digitization of processes
- Safety

## PANELISTS' INSIGHTS

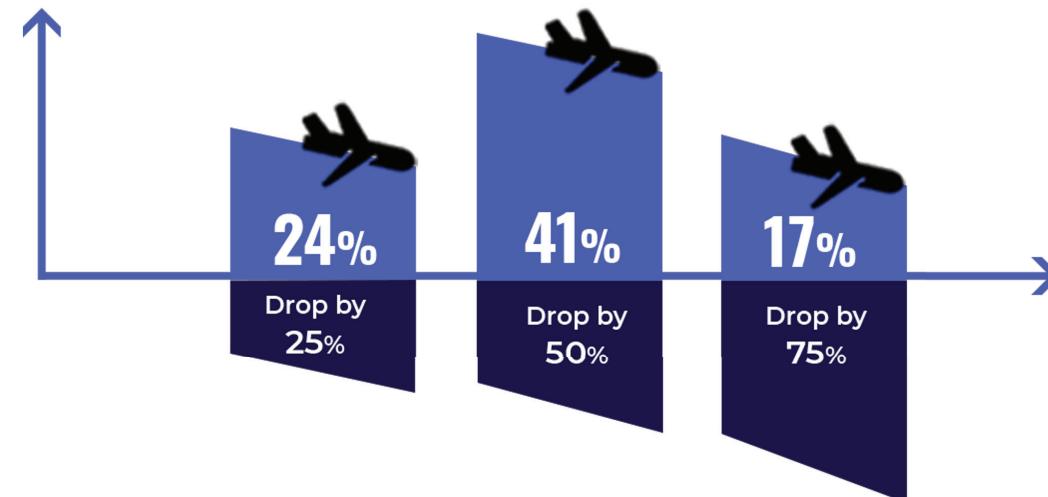
**SANJAY KUMAR**

Chief Strategy & Revenue Officer at Indigo

- To ensure safe travel and customer satisfaction, it is important to boost traveller's confidence. So, airlines are introducing new operating procedures and touchless travel. Enforcement of insurance is another way to encourage confidence of passengers and staff.
- As the industry bounces back, contactless travel will be the new normal and the acceleration of digitalization of airline processes assures efficiency and saves time.
- Domestic travellers are price sensitive. When additional cap cities are included in the market and other factors are shelved, then the airfare can be revised.
- In the first 3 months since the air travel took off, the aviation industry saw almost 50-60% growth. In the first 2 weeks, the load was approximately 20,000 passengers across the country, presently, as per DGCA, the numbers are close to 1,25,000 passengers on a daily basis. It also accelerated the acceptance for web check-in. Before COVID, less than 30-40 percent opted for web check-in. Post COVID, 95 percent passengers check-in through the web.

Poll: Due to the unprecedented Covid-19 situation, what is your organization's revised guidance/projection of business air travel spend in the current financial year over the previous year?

### Projection of Travel Spend



## SATYAKI RAGHUNATH

Chief Strategy and Development Officer, Bangalore International Airport Pvt Ltd

- Apart from travelling in your own car/personal vehicle, aviation by far is the safest mode of transport.
- What business travel needs is clarity and consistency. Regardless of destination, passengers should be aware of quarantine rules, testing facilities, visa inclusivity, processing, insurance cover, etc
- In addition, at arrivals, robust, quick, cheap and accurate testing mechanism should be available. It can take away time spent in quarantine
- When price control is cut out and free-market system is reinstated, pricing of air fare will change.
- Sharing of data and collaboration between aviation and hospitality is unique in COVID times and necessary for rebooting travel.
- If you take away the controls that are being placed on them and allow the market to do what it needs to do to recover, I think from international perspective, we shall be able to recover ideally in 18-20 months

Poll: What is your preferred 'Form of Payment' model post Covid situation?

Invoicing  
Module

**86%**



Credit Card ,  
BTA & CTA  
Module

**14%**



**VIKASH KUMAR JAIN**

Chief Financial Officer, Hexaware Technologies

- In the IT industry, travel expenditure comes second after salary. Engineers and sales executive travel across the globe to maintain and create new opportunities and form new relationships. If travel doesn't bounce back, we will be able to meet the demand from the current prospective but we won't be able to sell more and that basically means an end from a future perspective.
- There have been studies and surveys that conclude that business and general travellers alike are willing to pay a higher price if that means more social distancing and better precaution measures.
- Consistent level of good travel experience will dispel doubt on safety. All airlines & airports should follow all the protocols that will make flyers feel safe, not just one airline or airport.
- From the company's perspective, what we done is take up a lot of add-ons and policies over and above the existing policies to ensure safe travel.
- As International travel gains more momentum, the industry as a whole should come together to offer additional coverage of quarantine facilities under insurance policies to build a sense of safety and confidence amongst travellers.

**MS. PARUL THAKUR**

Director Sales & Distribution- South Asia of Marriott International

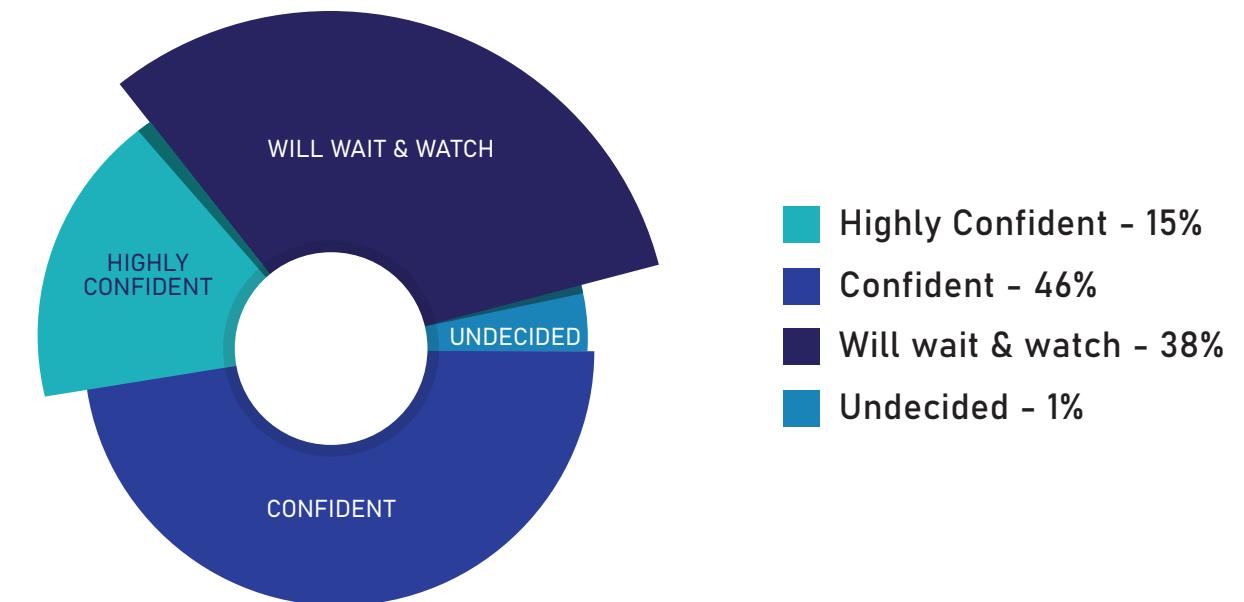
- Similar to 9/11, after the initial shock, travel bounced back with twice the pace and volume. The industry is quick to adapt to ensure passengers are safe. So is the case today, we understand the situation to re-build customer confidence.
- Hotels have adopted touchless check-in and check-out. We have incorporated safety procedures in places and taking all precautions. Technology is a key factor here.

## DR. PRASANTH NAIR

Angel Investor & Co-founder of Indus Partner & Zing HR

- From an HR perspective there are 4 buckets
- E-returns: For entrepreneurs, there is lack of clarity on refunds and its options, delayed flights, and chaos at the airports when the operational process is disrupted.
- Ambiguity: Lack of information on travel at various destinations such as services available across airports and airlines, restaurants that are open, check-in and check-out process.
- Fear: Media fuels fear that quells the need to travel. However, entrepreneurs are more open to travel if there's a need. Employees are more concerned about the situation at the destination. Fear will be handled once the vaccine comes out. It is not a question of 'if' but a question of 'When'.
- Technology & Automation: Tech has made work easy and flexible. Travel companies will have to address the 'why to travel'. Also, address the four C's i.e Consistency, Compliance, Confidence and Convenience to ensure a boost in travel.

Poll: In view of the enhanced sanitization & hygiene measures implemented by airports, airlines, hotels & car rentals, what would be your confidence level to undertake business travel?





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