



**power up**

WITH CTM SMART TECHNOLOGY

GET STARTED >



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## NAVIGATING THIS BROCHURE

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## INTRODUCTION

THE WORLD KEEPS TURNING.  
BUSINESS KEEPS MOVING.

# are you keeping up?

At CTM, we know the only way to get ahead is to look ahead. That's why we're building travel solutions that solve tomorrow's travel challenges today.

You need smart tools that won't just get you there but will **get you ahead of the pack**; solutions that support you to perform, achieve, innovate and generate wherever your business takes you.

More than ever before businesses are looking to **reconnect, rebuild, rediscover and reimagine** a future unhindered by restrictions. Smart, intuitive and future-focused travel technology is key to breaking down barriers, connecting people, powering recovery, driving growth and paving the way for a limitless future.

It's time to move forward, to get ahead, to power up and perform.



## OVERVIEW

FOR BUSINESS  
TRAVEL THAT'S

# simple, fast, safe, sustainable

**Travel can be complex. The travel management experience shouldn't be.**

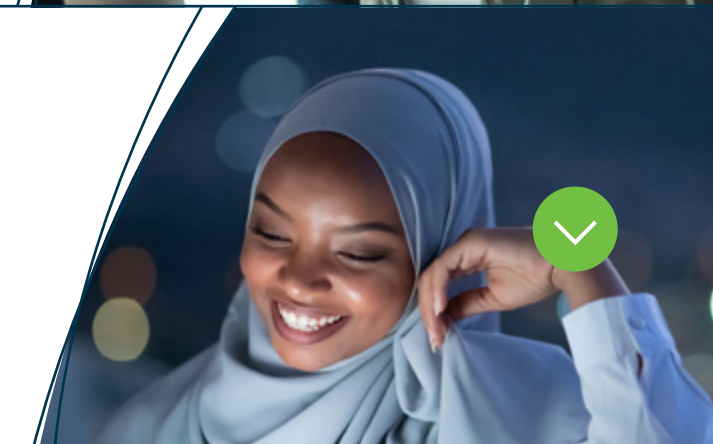
At CTM, we've developed an ecosystem of integrated, intuitive travel tools that take the complexity out of travel for every user at every step of the journey.

Whether you're a Travel Programme Manager, a Travel Arranger or business traveller, you can rely on CTM to deliver the most enjoyable, user-friendly, future-focused travel tools that make business travel better; simpler, faster, safer and more sustainable than ever before.

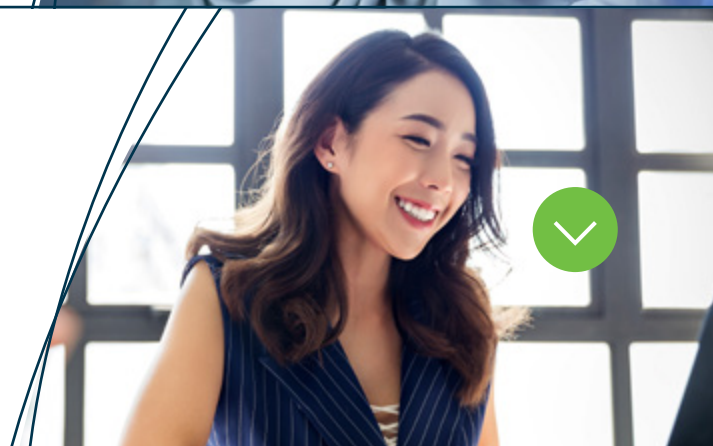
## Enterprise-grade innovation at start-up speed



## Global vision, local delivery



## Maximum choice, compliance and customisation



## OVERVIEW

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## Enterprise-grade innovation at start-up speed

Our customers need fast and effective solutions that meet the needs of a rapidly changing travel landscape.

That's why we invest in developing our own proprietary travel tools built on the most modern technology architecture and using agile development methodologies to ensure you've got access to the tools you need, fast.

As a CTM customer, your technology choices are not restricted to legacy third-party tools or slow-moving roadmaps. We build our tools hand-in-hand with our customers. Your feedback drives our development roadmap and continuous feature iteration, ensuring the fastest path to success and delighting every user along the way.

### Global vision, local delivery

### Maximum choice, compliance and customisation

## OVERVIEW

FOR BUSINESS  
TRAVEL THAT'S

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## Enterprise-grade innovation at start-up speed

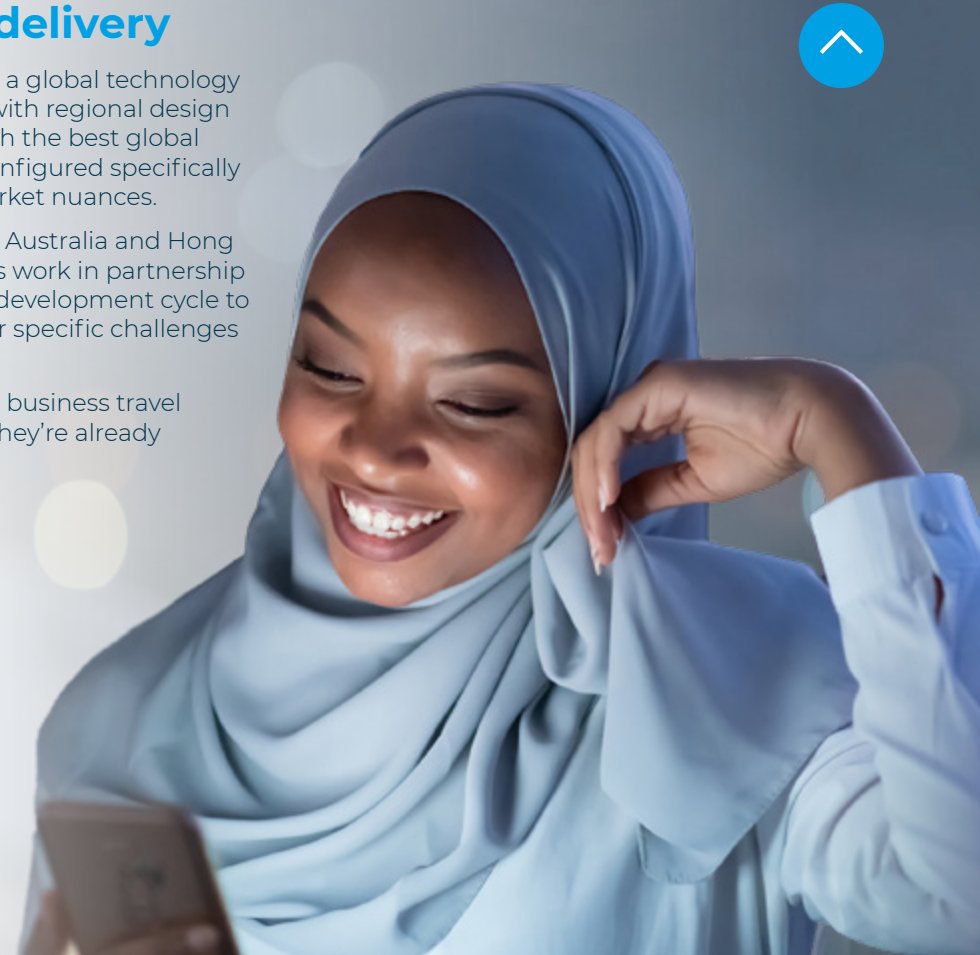


## Global vision, local delivery

CTM's technology framework blends a global technology architecture and product roadmap with regional design and development, delivering you with the best global solutions at maximum speed and configured specifically for your regional needs and local market nuances.

With CTM Tech Hubs in the UK, USA, Australia and Hong Kong, our expert regional tech teams work in partnership with our customers throughout the development cycle to enable a deep understanding of your specific challenges and regional needs.

Want to know what's coming next in business travel technology? Simply ask our team – they're already building for it.



## Maximum choice, compliance and customisation



## OVERVIEW

FOR BUSINESS  
TRAVEL THAT'S

# simple, fast, safe, sustainable

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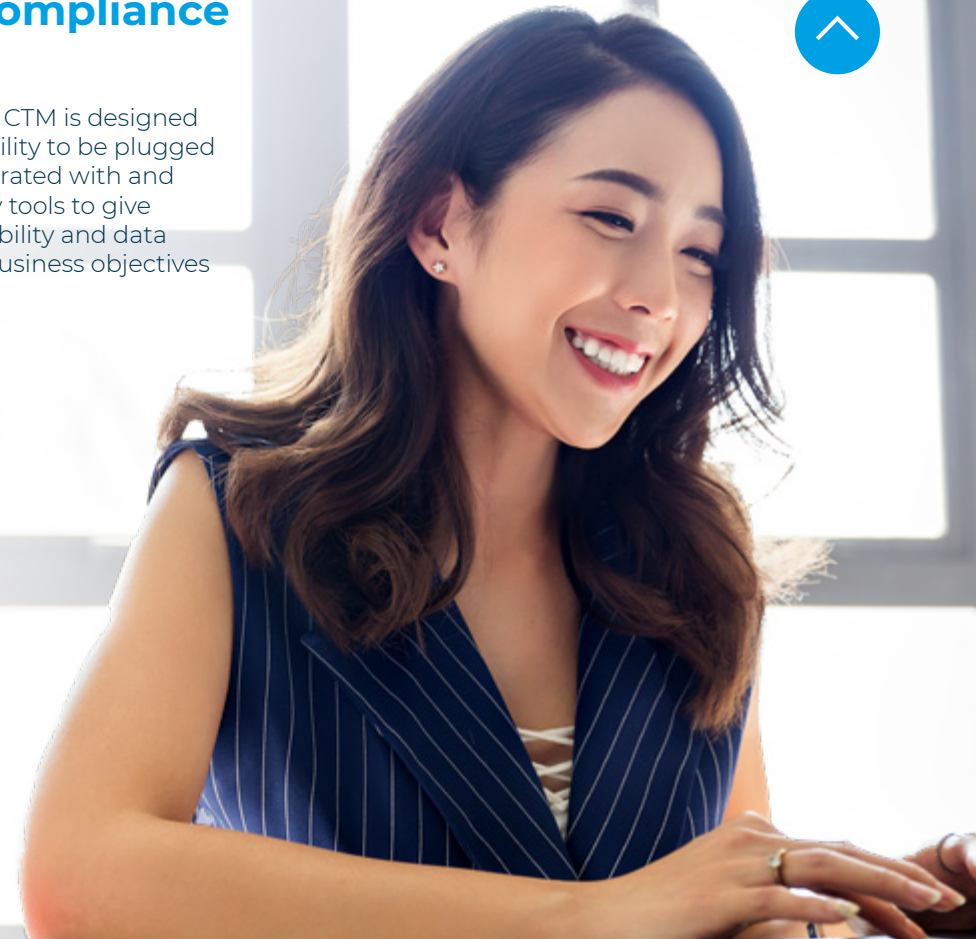


## Global vision, local delivery



## Maximum choice, compliance and customisation

Every feature and innovation built by CTM is designed as its own micro-product with the ability to be plugged in to our proprietary tech stack, integrated with and work alongside a range of third-party tools to give you incomparable choice, speed, usability and data aggregation based on your unique business objectives and preferences.



## ECOSYSTEM

# global travel ecosystem

BUILT FOR THE FUTURE

**In a complex travel environment, it's critical that your employees are surrounded by the technology and human expertise to make their trip as seamless, safe and effective as possible.**

When you travel with CTM, you can rest assured knowing that you're supported by an always-on travel ecosystem working hard behind the scenes to support your every move.

From pre-trip planning and booking to in-trip travel experiences, post-trip reporting and reconciliation, CTM's technology suite provides a frictionless and seamlessly integrated ecosystem for all your travel management needs today, tomorrow and into the future.



## ECOSYSTEM

### PRE-TRIP

# profile management

Store and manage your travellers' profiles and travel preferences in a centralised profile management tool, integrated with your online and offline booking processes to deliver speed, accuracy and an enhanced traveller experience every time.



## ECOSYSTEM

### PRE-TRIP

# restrictions and requirements

Arm your team with the most up-to-date and accurate travel advice regarding national and regional border restrictions, vaccination and testing requirements, quarantine measures and health data with the CTM COVID Hub - your critical tool for pre-trip planning.



## ECOSYSTEM

### PRE-TRIP

# fare forecasting

Flexible travel plans can deliver significant cost savings. Take the complexity out of multiple searches with CTM's Fare Forecaster. Quickly and easily view the best time to travel across multiple days in a single search, incorporating your corporate travel policy requirements and negotiated travel deals.



## ECOSYSTEM

### PRE-TRIP

# risk assessment

Maximise travel confidence, minimise risk and avoid cost wastage by identifying potential risks prior to booking. The CTM Portal provides a central source of real-time risk intelligence via an interactive colour-coded global map, highlighting risks by country, risk rating or by your proposed travel itinerary. Download and share country-level risk reports with your travellers for greater peace of mind.



## ECOSYSTEM

### PRE-TRIP

# approval

Bring your travel approvals into the 21st century with our sophisticated, customisable multi-level pre-trip approval tools. CTM Approve gives your travel team greater control of their travel budget while reducing risk for your travellers. Design a customised approval workflow specific to your business's needs and objectives, send and approve requests via any device for speed and efficiency, and jump seamlessly into the online booking environment to complete your transaction. We take pre-trip approval to new levels of maturity.



## ECOSYSTEM

### PRE-TRIP

# book safely and sustainably

Book your business travel with ease and efficiency knowing you've got access to the biggest range of travel content at the best available prices, all in one place. Our online booking tools deliver the most intuitive and efficient booking experiences and access to supplier health, safety and sustainability metrics and carbon offset capability at the point of sale to support greater safety and sustainability for your travel programme.



## ECOSYSTEM

### IN-TRIP

# risk alerts

When you're on the road you need timely, reliable and relevant travel advice delivered straight to your fingertips to drive safe and informed travel decisions. CTM Risk Alerts identify and communicate emerging travel risks and disruptions relating to your travel plans as they happen, via SMS or email. You can even verify your safety status in a single click.



## ECOSYSTEM

### IN-TRIP

# itinerary updates

In today's fast-changing travel environment, make sure you're armed with the latest updates to your travel itinerary to keep you one step ahead. From online check-in to gate changes, cancellations to schedule changes, you'll be kept in the know at every step of your journey.



## ECOSYSTEM

### IN-TRIP

# book on-the-go

Travel isn't always predictable. Sometimes you'll need the flexibility to control your travel experience and make bookings on-the-go. With CTM Mobile you can book flights, hotels and car hire on your phone, anytime - all within your corporate policy and preferred supplier deals. CTM Mobile puts maximum control and convenience at your fingertips.



## ECOSYSTEM

### IN-TRIP

# destination insights

No matter where your business takes you, travel like a pro with the CTM Mobile app. Your ultimate travel companion, CTM Mobile puts local insights, weather reports, maps and currency conversion tools in the palm of your hand.



## ECOSYSTEM

### POST-TRIP

# expense

Seamlessly integrate enhanced travel data with your chosen expense management system to provide ease of reconciliation and a complete picture of your total travel expenditure.



## ECOSYSTEM

# POST-TRIP report

Access all your travel programme's data in one place. Enjoy intuitive dashboards or dissect granular reports to identify savings opportunities, explore policy recommendations, understand sustainability and your employees' wellbeing insights. The CTM Data Hub provides all your travel programme's performance insights all in one place in an intuitive, engaging and easy-to-use format.



## ECOSYSTEM

### POST-TRIP

# carbon offset

Understand and offset the carbon impact of your travel program with CTM's Climate+ programme. Access detailed sustainability insights across your flights, hotel and car hire activity, by trip and traveller, and offset the carbon emissions of your travel activity through a range of global sustainability projects.



## ECOSYSTEM

### BEHIND THE SCENES

# data aggregation

CTM's proprietary technology architecture underpins every customer touchpoint, online and offline, to enable a seamless flow of travel data across every aspect of your travel programme. Your travel data is managed with the highest levels of security and integrity, and used responsibly to deliver powerful, actionable travel programme insights while driving highly personalised travel experiences at every step of the travel management experience.



## ECOSYSTEM

### BEHIND THE SCENES

# itinerary monitoring

From the minute you book your travel arrangements to the moment you get home, your travel itinerary is constantly monitored for updates, reschedules, delays and cancellations, and communicated to you and your travel team to reduce any impact on your productivity, safety and performance.



## ECOSYSTEM

### BEHIND THE SCENES

# risk monitoring

Supporting your every step, a team of travel risk management experts are working around the clock to keep your travels on track. With 24/7 monitoring of breaking developments from local, national and global sources around the world, including government travel advisories, law enforcement, emergency services, security forces and social media sources, you can travel safe in the knowledge that your risk exposure is being monitored at every moment.



## ECOSYSTEM

### BEHIND THE SCENES

# re-shopping

Even after your booking is confirmed, our team and technology continues working hard behind the scenes to price-check your services to identify further savings. Our global network, partnerships and negotiations strive to find ongoing savings on your itinerary so you know you've got the best deal no matter when you book.



## ECOSYSTEM

### BEHIND THE SCENES

# content aggregation

The CTM Content Hub aggregates global and regional travel content from the widest range of sources including GDS, NDC, supplier direct APIs and third-party OTAs, and serves up the most relevant and policy compliant products and offers seamlessly within your chosen booking channel.



## TOOLS

SEAMLESSLY INTEGRATED

# tools, data and content

Click to learn more:



Portal



Lightning



COVID Hub



Data Hub



Fare Forecaster



Mobile



Alerts



Traveller Tracker



Climate+



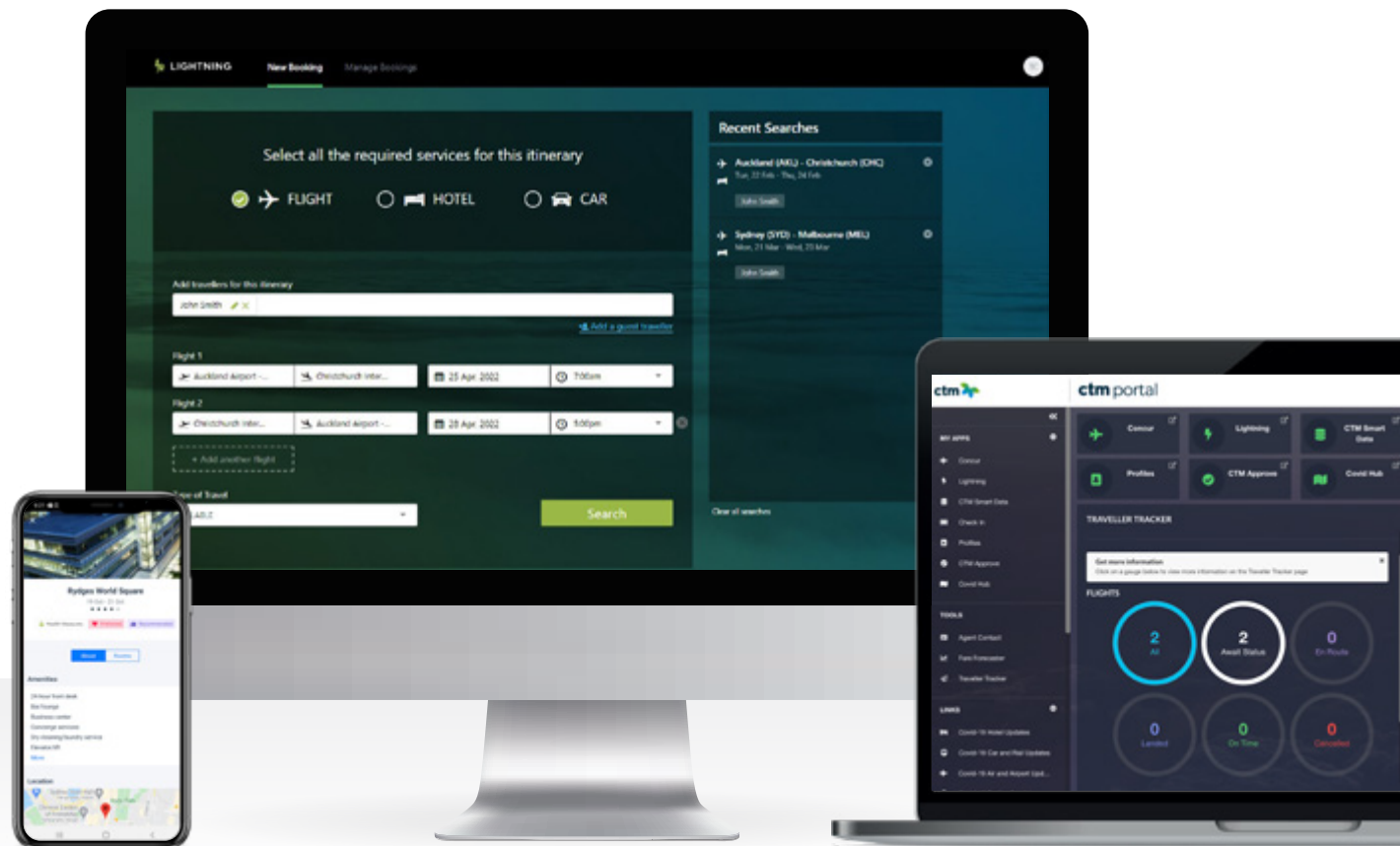
Wellbeing

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## TRAVEL SMARTER WITH CTM SMART Technology

**CTM SMART Technology delivers flexible, personal and easy-to-use tools for every travel stakeholder.**

Our suite of travel tools are interconnected and highly intuitive, ensuring that every business trip is easier to manage, the travel budget goes further and everyone's job is made simpler.



## TOOLS

SEAMLESSLY INTEGRATED

# tools, data and content

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ALL THE TOOLS YOU NEED IN ONE PLACE

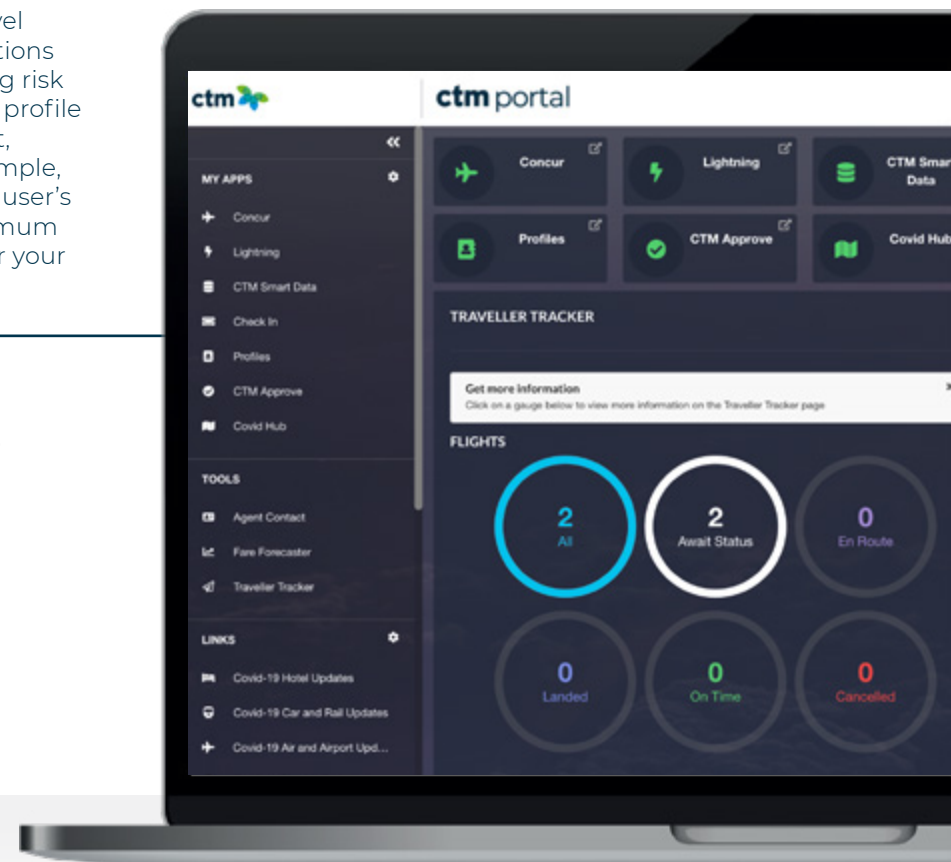
## CTM Portal

Access all your trip management tools in one place, anytime and anywhere. The CTM Portal is your team's central resource for managing every aspect of the travel programme; identifying travel restrictions and health requirements, undertaking risk assessment, trip approvals, bookings, profile management, itinerary management, reporting, sustainability and more. Simple, intuitive and configurable to the end user's needs, the CTM Portal provides maximum control, accessibility and efficiency for your travel team.

### Features:

- Travel restrictions and requirements
- Risk assessment and approvals
- Booking and fare forecasting
- Traveller profiles
- Itineraries and invoices
- Policy documents
- Reporting

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## THE NEXT GENERATION OF TRAVEL BOOKING

### Lightning

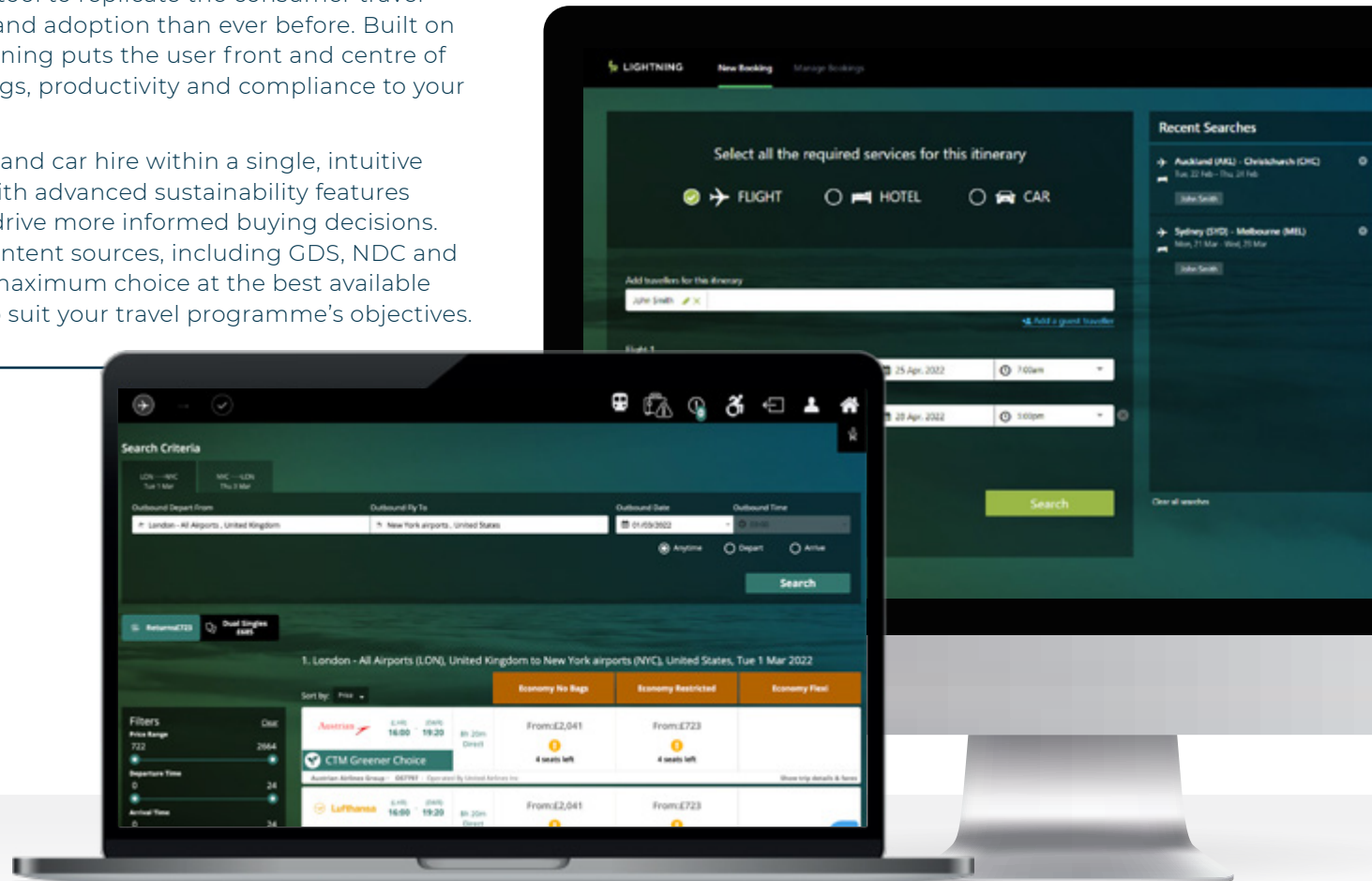
Lightning is CTM's proprietary online booking tool, designed to balance everything your travellers want with everything your business needs.

Lightning is the first corporate online booking tool to replicate the consumer travel booking experience, driving greater efficiency and adoption than ever before. Built on CTM's proprietary technology framework, Lightning puts the user front and centre of the booking experience to deliver greater savings, productivity and compliance to your travel programme.

Book the best corporate deals on flights, hotels and car hire within a single, intuitive and easy to use booking platform, integrated with advanced sustainability features and airline and hotel health and safety data to drive more informed buying decisions. Lightning aggregates content from multiple content sources, including GDS, NDC and third-party sources, to provide your team with maximum choice at the best available rates, and enables heightened customisation to suit your travel programme's objectives.

#### Features:

- Book air, hotel and car in less than 90 seconds
- Integrated approvals
- COVID-19 health and safety features
- Sustainability insights and offsetting
- Seat maps
- Interactive street maps
- Customisable interface

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## TOOLS

SEAMLESSLY INTEGRATED

# tools, data and content

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Lightning



COVID Hub



Data Hub



Fare Forecaster



Mobile



Alerts



Traveller Tracker



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Wellbeing

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## UNDERSTAND YOUR TRAVEL REQUIREMENTS WITH CTM COVID Hub

Enjoy centralised access to real-time global travel intelligence including national and regional border restrictions, vaccination and testing requirements, quarantine measures and health data.

The COVID Hub's interactive global map and itinerary-based trip search gives Travel Programme Managers, Travel Arrangers and business travellers complete visibility of current travel advice and critical information to enable efficient, effective and responsible travel planning.

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## TOOLS

SEAMLESSLY INTEGRATED

# tools, data and content

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## TOTAL VISIBILITY OF PROGRAM PERFORMANCE

### CTM Data Hub

The CTM Data Hub puts powerful data at your fingertips to drive strategic travel programme decisions. This graphics-based business intelligence platform consolidates data across every aspect of your travel supplier spend and every region of your business operations to present actionable insights relating to budget management, spend optimisation, booking behaviour, programme compliance, sustainability and traveller wellbeing. From big picture insights to granular data interrogation, your team can rely on real-time data to drive your travel programme's performance.

#### Features:

- Easily create and share intuitive dashboard reports
- Interrogate complex data with customised reports
- Predictive forecasting and travel trend analysis
- Customise reports by supplier type, fare class, region, key routes, travellers, unused tickets and more
- Carbon emissions reporting
- Traveller wellbeing insights

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## TOOLS

SEAMLESSLY INTEGRATED

# tools, data and content

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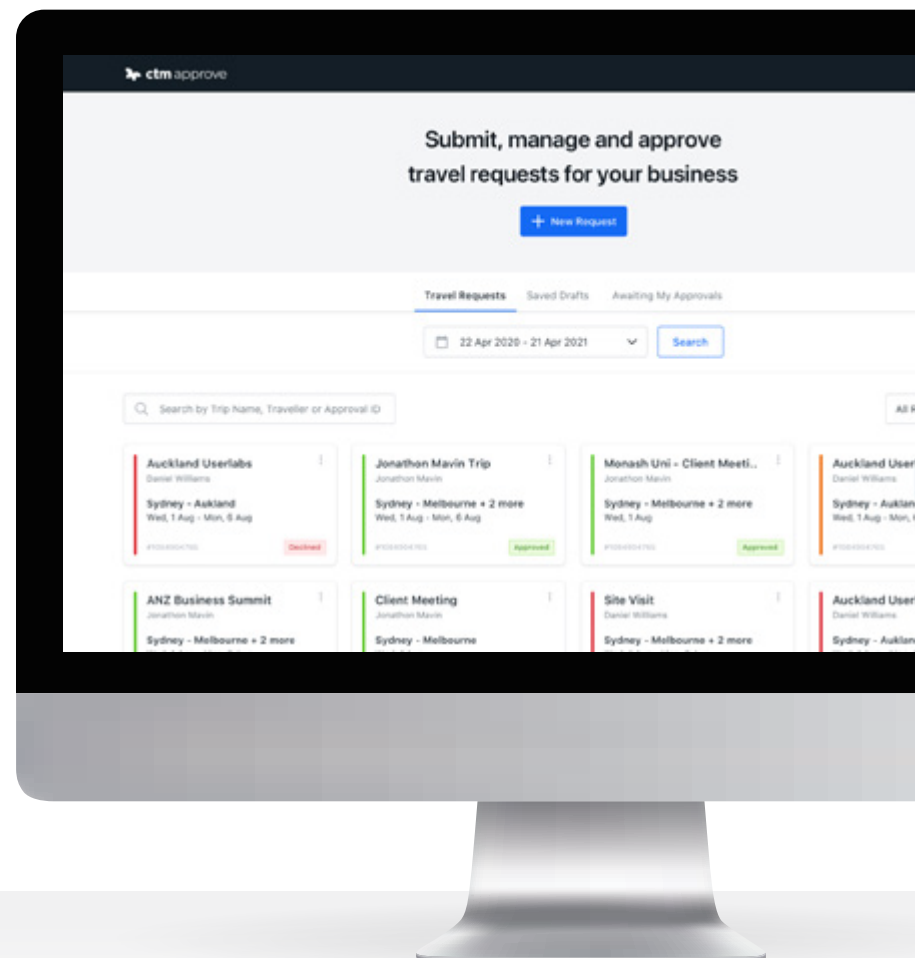
Wellbeing

View tools by:

## INCREASE CONTROL WITH CTM Approve

CTM Approve is a sophisticated multi-level trip authorisation tool designed to give you ultimate control of your travel budget while minimising risk. Approval workflows are integrated with booking tools and mobile-optimised for maximum speed and accessibility.

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## TOOLS

SEAMLESSLY INTEGRATED

# tools, data and content

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**Fare Forecaster**



Mobile



Alerts



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## FIND GREATER SAVINGS WITH CTM Fare Forecaster

Look into the future and pick the perfect time to fly with our innovative Fare Forecaster technology. We show you the cheapest time to travel across multiple days in a single view, saving you time and money.

REQUEST A DEMO >



## TOOLS

SEAMLESSLY INTEGRATED

# tools, data and content

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Wellbeing

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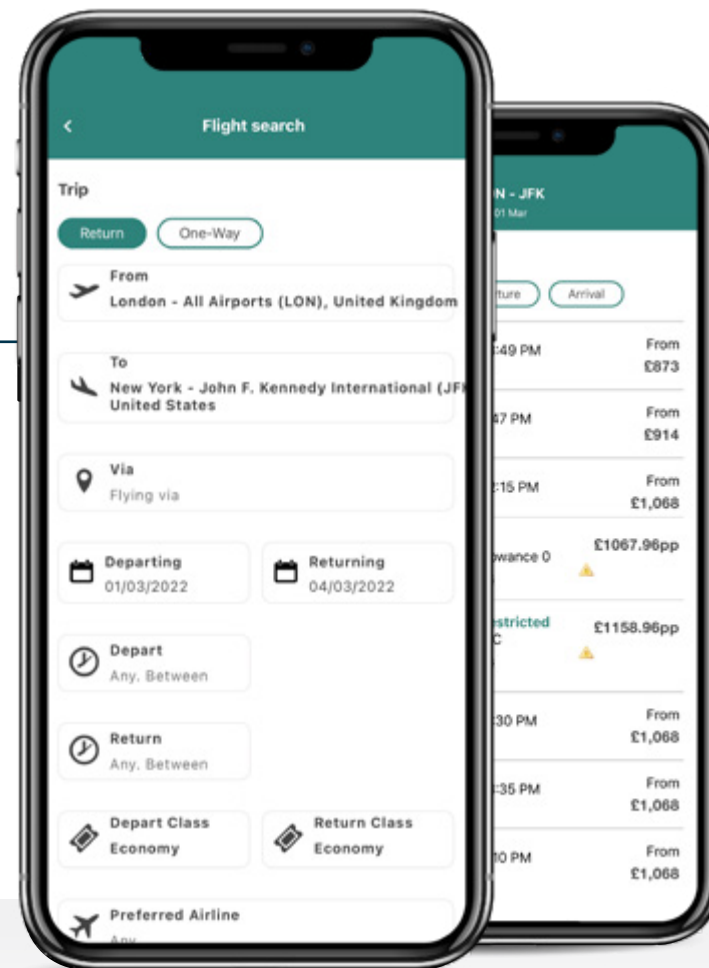
## STAY INFORMED AND CONNECTED WITH CTM Mobile

CTM Mobile is your intuitive travel companion, putting all your itinerary information and travel plans at your fingertips 24/7.

With timely itinerary updates, destination advice and insights, and the ability to self-book travel from your mobile device, you can take greater control over your travel experience.

### Features:

- Book air, hotel and car hire on the go
- Proof-of-safety verification
- Itinerary updates
- Destination advice: maps, weather, currency converter and more

[REQUEST A DEMO >](#)


## TOOLS

SEAMLESSLY INTEGRATED

# tools, data and content

Click to learn more:



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COVID Hub



Data Hub



Fare Forecaster



Mobile



Alerts



Traveller Tracker



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Wellbeing

View tools by:

## STAY INFORMED AND EMPOWERED WITH CTM Alerts

In a fast-changing travel environment it's vital that your team has access to reliable, relevant and timely information to help them adapt and respond at a moment's notice.

CTM Alerts is a highly configurable risk management dispatch solution which keeps your travellers informed of travel disruptions and potential risks as they happen, all around the world.

### Features:

- Automated real-time risk identification and communications
- SMS / email alerts
- Customisable to risk level, location and role type

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## TOOLS

SEAMLESSLY INTEGRATED

# tools, data and content

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Lightning



COVID Hub



Data Hub



Fare Forecaster



Mobile



Alerts



**Traveller Tracker**



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## LOCATE TRAVELLERS AT RISK WITH CTM Traveller Tracker

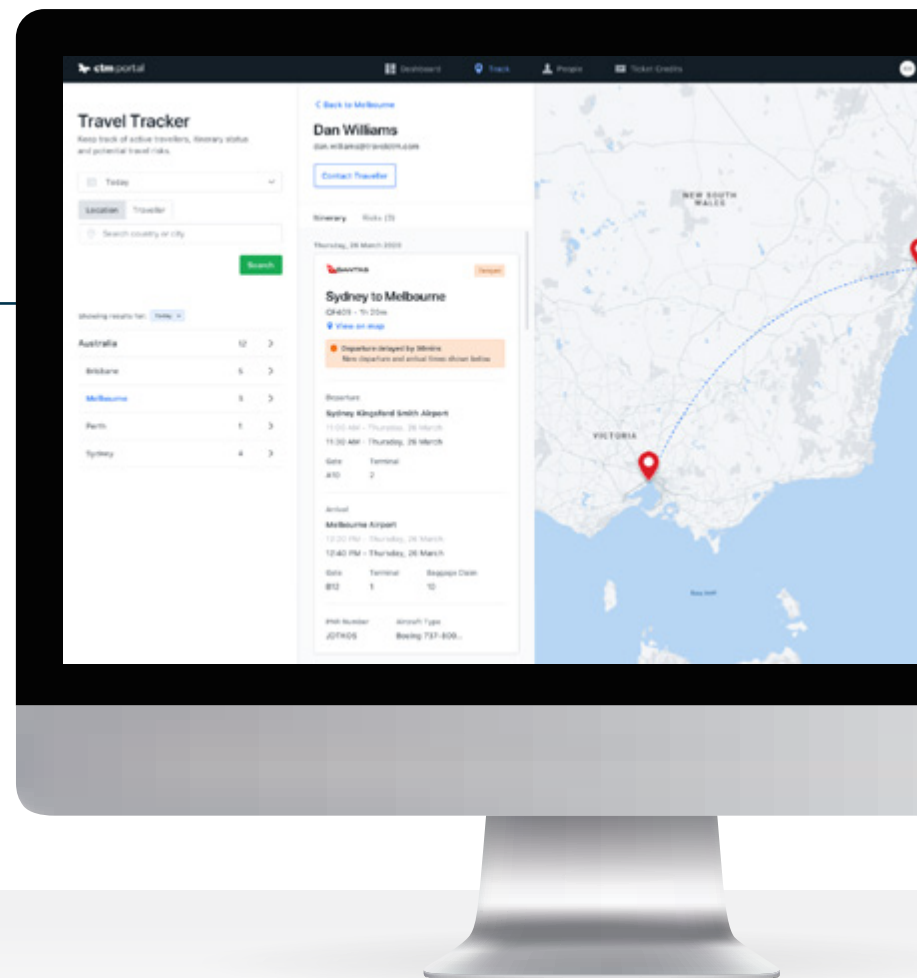
In the event of an emergency, you need to locate and communicate with your travellers around the world at speed.

CTM Traveller Tracker pinpoints your travellers on an interactive global map by date range, country or risk level.

### Features:

- Traveller location tracking
- Integrates with travel itinerary and risk tools
- Search by location, risk level or date range
- Communicate with impacted travellers
- View and share itinerary information

[REQUEST A DEMO](#) >



## TOOLS

SEAMLESSLY INTEGRATED

# tools, data and content

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Traveller Tracker



Climate+



Wellbeing

View tools by:

## TRAVEL DOESN'T HAVE TO COST THE EARTH

### CTM Climate+

We believe that business travel must be sustainable to protect our environment while supporting prosperous communities and economic growth. That's why the CTM Climate+ program provides your business with a suite of 'green travel' solutions to deliver on your business's unique sustainability objectives.

#### Got a Net Zero goal?

Our Climate+ program enables you to offset your travel program's carbon footprint by supporting a global sustainability project of your choice.

#### Need to report on your travel program's carbon footprint?

Your CTM Data Hub's dedicated sustainability reports provide carbon emission insights across every aspect of your travel spend, dissectible by traveller, supplier, fare type and trip.

#### Looking for more sustainable travel experiences?

We've integrated sustainability data for air and hotel suppliers within our online and offline booking channels and on individual travel services, to enable you to choose the most sustainable travel services at the time of booking.

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## TOOLS

SEAMLESSLY INTEGRATED

# tools, data and content

Click to learn more:



Portal



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Mobile



Alerts



Traveller Tracker



Climate+



Wellbeing

View tools by:

## EMPOWER YOUR PEOPLE WITH CTM Wellbeing

Optimise travel behaviours and identify potential triggers of traveller stress within your travel program for enhanced employee wellness and duty of care. We've built a dedicated Traveller Wellbeing dashboard within your CTM Data Hub, enabling you to identify behaviours and trends which could impact the performance of your team.

### Identify travellers 'at risk' by:

- Total nights away
- Frequency of travel and days between trips
- Red-eye flights
- Same day return trips
- Fare class usage
- Jetlag triggers

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[TOOLS FOR YOUR JOURNEY](#)

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## pre-trip

SAVINGS, COMPLIANCE,  
EFFICIENCY AND DUTY OF CARE



## in-trip

SAFETY, CONFIDENCE  
AND PERFORMANCE



## post-trip

INSIGHTS, OPTIMISATION,  
SUSTAINABILITY AND WELLBEING



## TOOLS FOR YOUR JOURNEY

[RETURN TO TOOLS >](#)

### pre-trip

SAVINGS, COMPLIANCE, EFFICIENCY AND DUTY OF CARE

All the tools and intelligence you need at your fingertips to plan and book travel safely, efficiently, sustainably and within policy to deliver maximum savings to the business and enhanced experiences for your travellers.

#### Tools for pre-trip:



in-trip



post-trip



## TOOLS FOR YOUR JOURNEY

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pre-trip

### in-trip

#### SAFETY, CONFIDENCE AND PERFORMANCE

Traveller safety and wellbeing isn't an optional extra at CTM, it's what we do. That's why we've positioned risk management at the centre of our technology ecosystem, integrating risk identification and communication solutions within our tools for every user and at every step of the journey.

CTM's technology seamlessly integrates intelligence from the most reliable and reputable global risk management providers into our trip planning, booking and mobile communications tools to ensure your travellers and Travel Arrangers are kept informed of potential risks and disruptions as they happen. From traveller tracking, risk identification and communication, destination information and itinerary updates, and verifying traveller safety, we've got the tools to keep your team moving with maximum safety and peace of mind.

#### Tools for in-trip:



post-trip



## TOOLS FOR YOUR JOURNEY

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pre-trip



in-trip

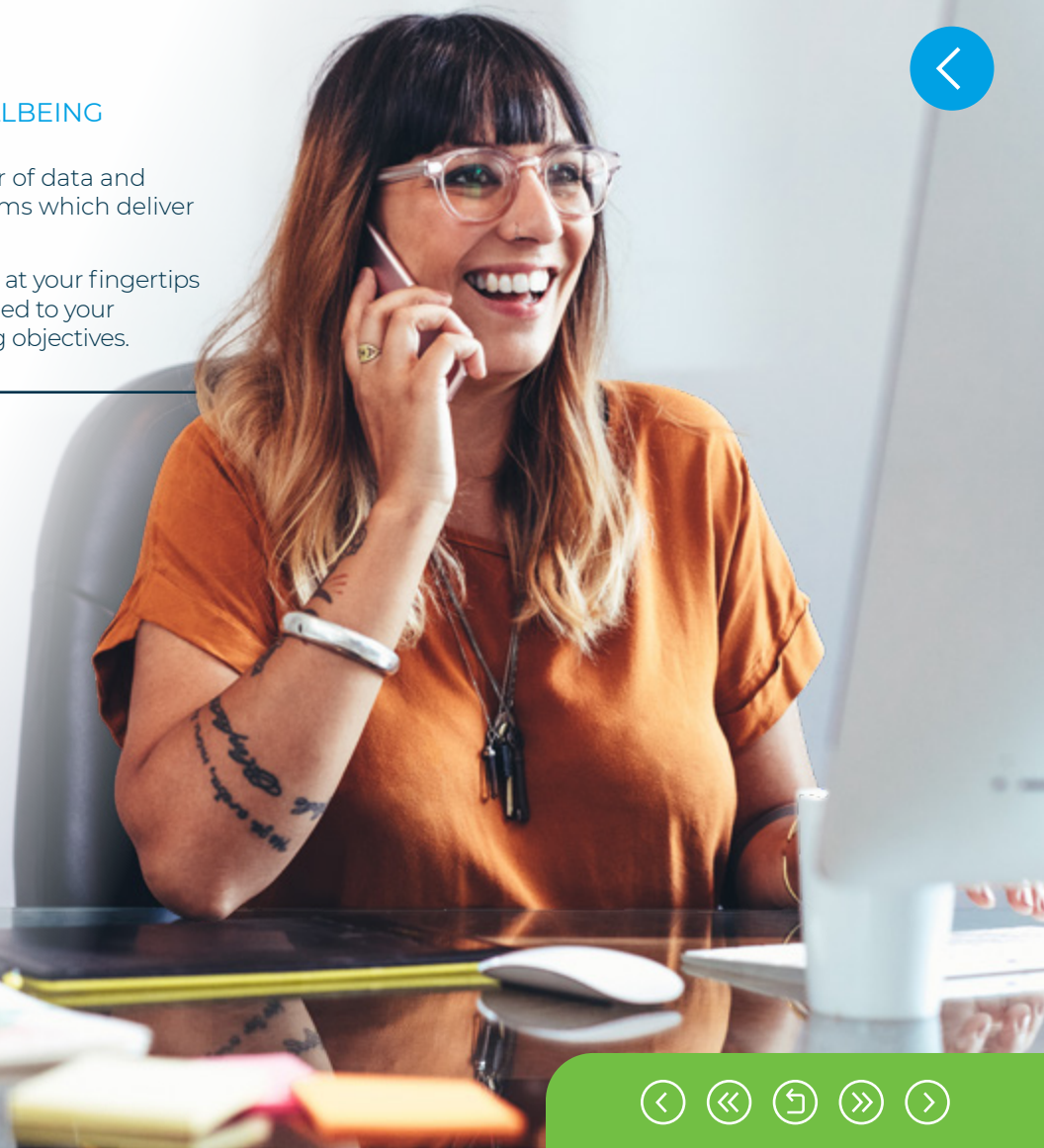
## post-trip

INSIGHTS, OPTIMISATION, SUSTAINABILITY AND WELLBEING

Data powers our business at CTM. We understand the power of data and expert insights to developing transformational travel programs which deliver for your business, employees and the environment.

That's why we put powerful reporting and benchmarking data at your fingertips 24/7 to drive continuous program optimisation strategies aligned to your evolving travel program, sustainability and employee wellbeing objectives.

**Tools for post-trip:**



[TOOLS FOR YOUR ROLE](#)

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FOR  
**travel program  
managers**



FOR  
**travel arrangers**



FOR  
**business travellers**



## TOOLS FOR YOUR ROLE

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### FOR travel program managers

It's time to move. Your business and your travellers are ready to fly.

It's time to give them the tools and the ticket to travel faster, smarter and safer. We help Travel Program Managers build high performing travel programs where service, innovation and a tangible return on investment work in harmony together.

By giving your people a consumer-grade business travel experience, we keep adoption sky-high while grounding unnecessary costs so you can focus on being the strategic influence on your travel program that your business requires.

#### Your toolkit:



travel arrangers



business travellers



## TOOLS FOR YOUR ROLE

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travel program managers

### FOR travel arrangers

Booking travel for your team shouldn't be complicated. Thanks to CTM's intuitive and integrated travel tools, you can enjoy access to the necessary travel intelligence at your fingertips to make the most informed and empowered travel decisions. And with a seamless flow of information between all your travel tools, you'll get travel booked and out of your way at lightning speed.

**Your toolkit:**



business travellers

## TOOLS FOR YOUR ROLE

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travel program managers



travel arrangers

FOR

## business travellers

Business travel has never been more important. It's time to reconnect, to break down barriers, build bridges, form partnerships, plant the seeds of innovation and steer the course of business recovery and growth. When you travel with CTM you travel with confidence knowing you're backed by an army of travel experts behind every tool and interaction. We're with you from the moment you start planning your trip to when you return safely home, and every step in between.

Pack your bags, it's time to move.

**Your toolkit:**



# IT'S TIME TO **connect**

Don't get left behind. Let great technology take your travel program and travellers to a new level of performance.



Contact CTM today to explore our global travel ecosystem.

REQUEST A DEMO >

AUSTRALIA/NEW ZEALAND

EUROPE

AMERICAS

ASIA