



OVERVIEW OF TRAVELER TRACKING AND TRAVEL RISK MANAGEMENT SOLUTIONS

JULY 2003

Additional copies of this report are available at www.TravelRiskCenter.com.

Please note that this report is copyrighted. iJET, Travel Intelligence, and Worldcue are registered trademarks of iJET Travel Intelligence, Inc. All rights reserved.

www.iJET.com

Overview of Traveler Tracking and Travel Risk Management Solutions

On 9/11, many companies realized that they were not prepared with up-to-date information and communications systems needed to quickly identify, locate and contact traveling employees. When companies turned to their travel management company, many were inundated with similar calls and were working overtime to be responsive to their clients. When companies did get the information, they found that it was incomplete or out of date. There were many problems ranging from policy non-compliance by employees to databases that were not updated frequently to major gaps in the reporting systems. All of these issues came to the forefront again with the War in Iraq and SARS.



With thousands of companies left struggling to respond to the current world situation and having to put crisis management processes in place, many companies are exploring various reporting and tracking solutions. This paper surveys many of the current solutions on the market and places these solutions into one of three general categories. These categories are:

- **PNR/Itinerary Reporting Systems** – these solutions represent either existing pre-trip reporting systems or reporting systems that have been specifically retooled to support crisis management reporting.
- **Reporting Systems with Integrated Content** – an extension of the traditional pre-trip reporting system with additional content integrated into the reporting. Some of these solutions offer “push” technology to route trip-specific information to the employee.
- **Risk Management Systems** – turnkey systems and software that address crisis and travel risk management processes and database integration requirements rather than just reporting.

Whenever you look at implementing an enterprise solution around your travel risk management program, you should have a clear set of requirements that you are looking to satisfy. Many companies will develop these requirements in a spreadsheet and simply ask the vendor to identify what requirements their solution satisfies or does not satisfy. By having a documented list of system requirements, you can quickly identify if a vendor solution is worth considering further. The next section can be used as a starting point in developing your Travel Risk Management System requirements list. It is likely that no single system will meet all your requirements. As such, you should give some consideration as to which are mandatory requirements and which are optional features.

It is important to note here that a robust system is only one component of a comprehensive Travel Risk Management Program. A companion white paper, “Emergency Travel and Safety Services – Applying Risk Management to Travel,” iJET Document SR0015-03, May 2003, details the components needed to have an integrated proactive and reactive program for your employees. You can request this free white paper using the contact information below.

Having a proactive travel risk management program can help your employees avoid travel issues before they become travel problems.

TRAVEL RISK MANAGEMENT SYSTEM REQUIREMENTS

Here is a list of top-level requirements that you should consider when selecting a travel risk management solution. You can easily add or delete requirements to meet your specific company needs. However, this list should be a good starting point as you look to evaluate systems for your specific company risk management and crisis response needs. If you would like a copy of the following Travel Risk Management Requirements in Excel format, please use the contact information found at the end of this document.

A. DATA INTEGRATION AND MANAGEMENT CAPABILITIES

The focus of this requirements section is on the ability of the system to easily integrate itineraries, profiles and country information into a single system. For large, multinational companies using several travel agencies around the globe, this can be a very important issue. This requirement area is defined first since little else can be accomplished without access to accurate and up-to-date information.

- A.1 Ability to integrate itinerary data from multiple sources (CRS/GDS, travel agency systems, batch files, e-mail, manual entry, etc.)
- A.2 Ability to integrate employee profile (emergency contact information, passport, etc.) data from multiple sources (HR systems, travel agency, manual, etc.)
- A.3 Capability to segment travelers by company or division for query and reporting
- A.4 Ability to capture PNR/Itinerary data in near real-time (May make a trade-off between domestic and international PNRs)
- A.5 Quality assurance (QA) of the information and employee contact information – at least the employee e-mail address

B. QUERY AND REPORTING CAPABILITIES

Query and reporting capabilities are the heart of any traveler tracking and crisis management solution.

- B.1 Ability to query and report on current travelers (traveling today).
- B.2 Ability to query and report on future travel (traveling within date range)
- B.3 Ability to query and report on past travel (traveling within date range)
- B.4 Ability to query and report on travel to a specific region, country and/or city
- B.5 Ability to query and report on travel to a specific airport or list of airports
- B.6 Ability to query and report on travel for a specific airline or flight
- B.7 Ability to query and report on a scheduled stay at a specific hotel
- B.8 Ability to query and report on travel for a specific train
- B.9 Ability to query and report on travel for a specific cruise
- B.10 Ability to download query data to either Microsoft Excel or Access
- B.11 Ability to define query and report to a segment of the organization
- B.12 Ability to identify what travelers may be impacted by a given travel advisory or threat

C. PROACTIVE USER NOTIFICATION CAPABILITIES

Most corporate managers and those that support them do not have time to monitor a system or constantly perform manual queries. As such, an enterprise system should have automated notification services to alert you to specific changes or updates to the database.

- C.1 Ability to proactively notify the user if travel is booked to a given location (i.e., region, country and/or city)
- C.2 Ability to proactively notify the user if travel is booked to a high-risk country.
- C.3 Ability to proactively notify the user if a defined number of travelers are booked on the same flight
- C.4 Ability to proactively notify the user of any travel warnings issued for a given location (region, country and/or city)
- C.5 Ability to proactively notify the user if the country risk rating for a given country has changed
- C.6 Ability to be notified if a travel alert or advisory was sent ("pushed") to a traveler

D. PROACTIVE TRAVELER NOTIFICATION CAPABILITIES

A proactive system will notify your travelers of any relevant information ("advisories") that will help them avoid problems when they are traveling.

- D.1 Ability of the system to automatically send relevant (based on itinerary) advisories to travelers
- D.2 Ability of the system to only send "approved" advisories to travelers
- D.3 Ability to define who can approve advisories
- D.4 Ability of the traveler to select what advisories are wanted based on severity, warning level or other classification criteria
- D.5 Ability of the system to provide additional country and/or city information tailored to the traveler's itinerary
- D.6 Ability to send proprietary messages to the traveler through the system
- D.7 Ability to define multiple destination addresses such as additional e-mail addresses, PDA, cell phone, etc.
- D.8 Ability to send notifications to a wireless device (i.e., cellular or satellite phone) via Short Message Service (SMS) or other text messaging

E. TRAVELER MANAGEMENT AND HISTORY CAPABILITIES

For crisis management, employee support and liability concerns, the system should have quick access to employee profile information, maintain a history of what information has been sent to the traveler, travel history and other traveler management functions.

- E.1 Ability to search for a traveler by name (first or last) and traveler ID
- E.2 Ability to export traveler data to Excel or Access
- E.3 Ability to view message history by traveler
- E.4 Ability to view and edit traveler profile
- E.5 Ability to view traveler travel history
- E.6 Ability to add, delete and modify travel leg information

F. COUNTRY/CITY INFORMATION AND ADVISORIES

A robust travel risk management system will integrate relevant country/city information and current threat information ("advisories").

- F.1 Ability to easily access country/city information from itinerary, destination list, search, etc.
- F.2 Country/City information to include security and health information

- F.3 Country/City information to include multinational entry/exit requirements, culture, legal, transportation, financial, language, communications and weather/environment
- F.4 Ability to determine the current risk level for a given country
- F.5 Ability to view all current advisories for a given country and/or city
- F.6 Ability to determine the local time, weather and currency exchange information for a country and/or city
- F.7 Ability to add/delete/modify proprietary, company-specific information in the country/city database

G. EMPLOYEE/TRAVELER ACCESS CAPABILITIES

Employee self-service and access is important to maintaining current information and ensuring ease of 24X7 access by the employee to relevant information regarding the trip.

- G.1 Ability for the employee to add/update emergency contact information
- G.2 Ability for the employee to add/update profile information
- G.3 Ability to view relevant country/city information for the trip
- G.4 Ability to view and annotate the traveler's itinerary
- G.5 Ability to print the traveler's itinerary

H. SYSTEM, RELIABILITY AND SECURITY CAPABILITIES

In addition to the user and traveler capabilities, the system needs to be reliable, secure and responsive.

- H.1 Vendor shall document and maintain a robust business continuity plan.
- H.2 The system shall be available at least 99.5% each month allowing for 4 hours of scheduled maintenance each month.
- H.3 The system shall undergo and pass an annual security audit conducted by a third party provider.
- H.4 The system shall be constructed using web standards such that system access can be established in a variety of ways including via a corporate intranet (i.e., inside the corporate firewall) and via the Internet (i.e., outside the corporate firewall).
- H.5 The system shall provide the ability to export reports to other applications such as Microsoft Word and Excel.
- H.6 The system shall provide detailed audit and accounting information related to performance, access, response time, and messaging history
- H.7 The system shall be monitored 24X7 for availability and performance with documented procedures to respond to any major performance degradation.

Every month, travel agencies, security companies and others are introducing or enhancing solutions for traveler tracking and reporting. By understanding the overall requirements for a robust travel risk management solution, you will be better equipped to categorize and understand the pros and cons of one solution over another.

SURVEY OF TRAVELER TRACKING AND RISK MANAGEMENT PRODUCTS

In the past two years, dozens of companies have entered the market with various products to support traveler tracking, notification, reporting, etc. Below, we identify a wide range of products available and categorize them into three major groups.

PNR/ITINERARY REPORTING SYSTEMS

Virtually every travel management company (TMC) can provide some level of pre-trip reporting service. This service captures itineraries when they are created and/or booked (i.e., PNRs) and saves them in a database. While these systems were originally designed to provide travel management reporting, most have been extended with additional reports to support the need for travel tracking. These reports allow you to view and print "Who is traveling today?" or "Who is traveling by country and/or city?", etc.

The key advantage of these products is that they are readily available, low cost and you may already have this capability as part of your TMC contract.

The key disadvantages are that these systems were never intended to provide real-time or near real-time information. Most existing reporting systems rely on daily or weekly batch file updates to the database. As such, if something happens in the world, the reporting system will likely not have a complete picture of who may be impacted. Another disadvantage is that you may end up with two or more reporting systems if you have multiple TMCs supporting your company around the world. Integrating this information into one corporate-wide report can be time consuming. In addition, these reports may lack critical emergency contact and other crisis management information that will need to be manually integrated from other systems. Finally, they are passive systems. You are required to manually pull and distribute the reports and there is no proactive notification capability.

Example PNR/Itinerary Reporting Products:

Virtually every travel management company has a pre-trip reporting capability. Here are a few TMCs or travel technology companies that support travel agencies that have specifically enhanced their reporting product for traveler tracking, and companies that provide data services for pre-trip reporting.

- **World Travel PeopleTracker** (www.worldtravel.com)
- **American Express TravelBahn/Travel Tracker** (www.americanexpress.com/corporateservices/)
- **Trondent Development Corp.** (www.trondent.com)
- **Hi-Mark Software** (www.himarksoftware.com)
- **TRX** (www.trx.com)

REPORTING SYSTEMS WITH INTEGRATED CONTENT

The next evolution beyond the reporting tool is the integration of destination content and the ability to "push" this information to the traveler based on the traveler's itinerary. In general, these products require an itinerary (PNR) to be registered with the system. In some cases, such

as CRTravelTracker, this is a manual process; others get batch or real-time feeds directly from the TMC and/or global distribution system (GDS).

The key advantage of these products is that the company can have a more proactive travel risk management program that does not require staff to manually review and send information to the traveler. In addition, these systems typically have query and reporting capabilities more tailored to traveler tracking and crisis management. Be careful to understand how the itinerary data gets into the system. Some require manual entry; others get daily batch feeds. A few provide more timely data updates that are key when an event happens. You can't wait until tomorrow to find out who is impacted.

The primary disadvantage of these systems is that they are not a total solution to support the various corporate roles (i.e., travel, security, HR, medical, etc.), and they are "trip-centric" rather than "traveler-centric." Being "trip-centric," these systems lack any memory around the traveler and their preferences, emergency contact information, trip profile, etc. Each itinerary (PNR) is entered into the database and stands alone. There is no traveler trip history, message history, etc. Most of these products do not have expanded employee profile information either. If they do have this capability, the employee is typically required to reenter key information such as emergency contact information, wireless device address, personal profile and other useful information every time a new trip is booked.

Example Reporting Systems with Integrated Content Products:

- **ASI FlightLock** (www.airsecurity.com)
- **CRTravelTracker** (www.crg.com)
- **International SOS** (www.internationalsos.com)
- **Rosenbluth TrackPoint** (www.rosenbluth.com)
- **TQ3 Global Travel Secure** (www.tq3.com)

RISK MANAGEMENT SYSTEMS

Risk Management Systems represent the third generation of "traveler tracking" products. In fact, a risk management system will provide capabilities to monitor the world situation (i.e., threats), track employees (i.e., travelers, expatriates and other high value assets) and support real-time, multi-modal communication to all or a select set of employees. A risk management system is not simply an enhanced reporting tool or an itinerary database. These systems are built from the bottom up to be risk and crisis management tools for the corporation.

The key advantage of risk management systems is the level of integration of both users and information. The systems support day-to-day travel compliance, global monitoring, exception reporting and more with minimal or no manual interaction. When an incident or crisis occurs, the system becomes a global platform to ensure that employees, managers and outside response vendors all have access to the same critical information. Since the corporation implements and owns the system, it becomes the company's central repository of information from multiple travel agencies and globally dispersed employees. An enterprise solution needs to be fully automated and provide for distributed data management by both corporate functional users and employees.

The disadvantage of a comprehensive, enterprise system implementation can be cost and implementation effort. However, you should look at your current operations and evaluate your Return on Investment (ROI).

Example Risk Management System Products:

There is currently only one comprehensive risk management system product on the market that satisfies all the system requirements outlined above.

- **iJET Worldcue Risk Management System** (www.ijet.com)

SUMMARY OF TRAVELER TRACKING AND RISK MANAGEMENT SYSTEMS

As the market becomes cluttered with companies rushing in to provide products and services around traveler tracking, the travel manager needs to become more savvy around how to characterize these products and differentiate between them. If you have a small shop, a robust pre-trip reporting product with daily manual processes to support your travel risk management program should be adequate. However, it does not take a significant trip volume to generate a positive return on investment (ROI) by implementing a more automated solution.

Key to any automation project is understanding the requirements you are looking to satisfy and ensuring you procure the "best" product to meet those requirements. "Best" typically means the product that satisfies your needs at the lowest total cost of ownership. Remember, a comprehensive travel risk management program is both proactive (i.e., destination intelligence) and reactive (i.e., assistance and insurance). In addition, the program should meet the needs of a company's multi-disciplinary traveler support team. A team's experts in travel, security, human resources, medicine, and risk and loss prevention should be able to access crucial information efficiently. This support needs to address both the day-to-day compliance and monitoring processes as well as the support needed during a crisis.

ijet[®] TRAVEL RISK MANAGEMENT



iJET[®] Travel Risk Management (www.ijet.com) provides real-time Travel Intelligence[®] and crisis management information through its patent pending Worldcue[®] technology platform for tracking, monitoring and communicating with travelers. iJET services are backed by regional and category specialists from the fields of intelligence, security, travel and health who staff an around-the-clock operations and response center in Annapolis, Md. Analysts continuously monitor more than 7,000 sources for more than 450 destinations worldwide to help travelers avoid or minimize risk and trip disruption. iJET's proprietary technology platform was awarded a Global Excellence Gold Award at the AIIM 2002 conference for its technology implementation.

To request copies of resources referenced in this document, please contact us at: info@ijet.com or call 877-606-iJET(4538) or 410-573-3860.