

PRESS RELEASE

How India's millennial business travelers are changing corporate travel

May 29th 2018: Millennial¹ business travelers in India are driving an evolution in corporate travel by demanding both cutting-edge digital support throughout their trips and on-demand advice from human consultants, according to an independent global study commissioned by Travelport (NYSE: TVPT), the leading Travel Commerce Platform.

The research, which surveyed 11,000 travelers in 19 countries who took at least one return flight in the last year, revealed that:

- Half (47%) of India's millennial business travelers now count being unable to access booking information across their devices 24/7 as one of their biggest gripes, compared to two fifths (40%) of Gen X² travelers and one third (35%) baby boomers³
- Three fifths (56%) say they get frustrated when companies don't use data analytics to provide highly personalized travel recommendations based on their past preferences, compared to two fifths of both Gen X (43%) and baby boomer (41%) travelers
- Two fifths (43%) say not being able to get expert advice from human consultants during the booking process is a major pain point

Millennials escalating thirst for 'bleisure' – itineraries combining both business and leisure – is also driving change. Three quarters (72%), for example, now regularly extend their business trips by a few days so they can see local attractions, almost twice as many as baby boomers (44%).

To satisfy their 'bleisure' needs, most of India's millennial business travelers are now doing their own research before finalizing their travel plans. Among the most common tools used to build their perfect itinerary are review sites (used by 95%) and general travel advice sites (used by 92%). Looking through videos and photos posted by travel brands on social media (83%) is also typical for India's digitally-advanced millennials, as is using voice search technology (76%).

If required to book a trip themselves, the majority of India's millennial business travelers do so online through their desktop or laptop (59%). However, half say they now book business travel online through their smartphone (47%), twice as many as baby boomers (20%), and one third say they do so using their tablet (32%).

While on business trips, on average, India's millennial business travelers use 20 different categories of apps. Of these, map and banking apps are among the most popular (used by 93% of India's millennial business travelers), along with instant messaging and video tools (both 91%). High results for social media (92%), destination guide (86%) and travel review (84%) apps further support that it is not all business for the India-based business traveler.

Matthew Powell, Managing Director, Middle East, Africa and South Asia, at Travelport, commented: *“Millennials in India are the most digitally savvy in the world. The demand we’re seeing today from this age group for omni-channel support throughout their travel experience, whether it’s for business or leisure, is remarkable. This presents a significant opportunity for travel management companies, as well as other businesses that support corporate travel booking, especially as the travel agent sector globally is behind where it really should be when it comes to digital support. As Travelport has spent many years investing in areas such as data analytics, artificial intelligence and developing mobile applications for both travel agents and airlines, we feel uniquely positioned to help our customers stay ahead of the curve.”*

Adding on the same, **Sandeep Dwivedi, Chief Operating Officer, InterGlobe Technology Quotient,** said, *“The findings demonstrate the digital shift among Indian business travelers before and during their journeys. And the necessity of \$7.6 trillion global travel and hospitality industry to adapt continually to provide responsive, relevant and timely services for customers. More importantly, in an age where Gen X and Millennials are increasingly becoming tech savvy, they want relevant and timely content at their fingertips, at the very moment, from the time they search to their return from the trip. As a technology company and a world leader in digital and mobile capabilities, we aim to make the experience of selling, buying and managing travel continually better.”*

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1. Millennials are defined as those surveyed between the ages of 18 and 34
2. Gen X are defined as those surveyed between the ages of 35 and 54
3. Baby boomers are defined as those surveyed of the age of 55 and over

The Global Digital Traveler Research

Travelport’s ‘The Global Digital Traveler Research’ was an online survey utilizing Toluna Research’s sample of travelers in August 2017. The research covered 19 countries globally and surveyed people who had taken at least one return flight last year. In total, there were 11,000 respondents from the 19 countries, including 500 from India.

About ITQ

InterGlobe Technology Quotient (ITQ), a strategic business unit of InterGlobe Enterprises is a leader in aviation, hospitality and travel related services, contributing to the growth of market through innovation and service leadership by building businesses and represent global brands that deliver quality and value.

ITQ is an official distributor of Travelport in 6 markets across Asia Pacific region including India, Sri Lanka. Headquartered in Gurgaon, the company provides cutting edge travel technology solutions with unmatched inventory options to its customers helping them increase their productivity and business efficiency. With an extended network nearly 400 cities having 19 dedicated offices and 14 REPs, InterGlobe Technology Quotient reaches out to over 36,000 agency terminals, with two nationalised service centres and 16 training centres having state-of-the-art infrastructure and facilities matching international standards.

About Travelport

Travelport is a leading Travel Commerce Platform, focused on providing distribution, technology, payment and other solutions for the \$7 trillion global travel and tourism industry. The platform enables travel agencies, corporations and developers to search, share, buy and sell travel. This increases profitability and drives commercial success for every customer within this B2B travel network.

Travelport aggregates travel content from hundreds of thousands of the world's leading travel providers. This includes 400+ airlines including leading international low cost carriers and ancillaries, 650,000+ hotel properties, 35,000 car rental locations, 61 cruise & tour operators and 12 rail booking providers.

In 2014, Travelport processed \$90 billion worth of travel spending by issuing 122 million air tickets as well as selling 63 million hotel room nights, 85 million car rental days and other travel products.

Travelport's unique approach drives value creation and opportunity for travel businesses, with each solution inter-connecting and complementing each other thereby answering and predicting the unmet needs of our industry.

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