Take2Eton

travel management
and events, your way

Group and Meeting Travel Technologies

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Take2Eton Team

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Group and Meeting Technologies

Session Focus: Exploring the latest in group and meeting travel tech, with an emphasis on streamlining group air bookings and registration.

Key Takeaways from this session:
+ Shared understanding of current tools and pain points
+ Prioritised wishlist for group air technology improvements
+ Agreed actions for vendor follow-up

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What works in group air tech and what do we want next?

Live poll:

Which platforms do you use?
+ Cvent
+ Groupize
+ Planned
+ TempoTrip
+ Other?

How much spend do you manage?
+ Up to $1m
+ $1m - $3m
+ $3m +

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Friction Points & Innovation Wishlist

Live poll:

Biggest friction points:
+ Sourcing/blocks
+ Registration data sync
+ Approvals/policy
+ Ticketing/name changes
+ Communications/disruption
+ Payment/reconciliation
+ Reporting

Where do you most want innovation in next 12 months?

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What's working & where are the gaps?

1. Before ticketing — sourcing & registration

2. Ticketing & changes

3. After travel — communications, duty of care, payment & reporting

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Take2Eton Events team feedback

> *There are significant complexities in managing group air movements for events - key challenges include system integration, manual processes for ticketing and seat selection, communication during disruptions, and the need for agents to understand various airline systems.*
>
> *Major friction points are sourcing/blocks, registration data sync, approvals, ticketing/name changes, communications, payment/reconciliation, and reporting.*
>
> *The main area for desired innovation is improved out-of-hours airline support for group block air bookings, as current processes are hindered when airline group offices are closed.*
>
> *The use of a tool like GEMMA tool for registration, data sync, and live manifest management can help alleviate some of these issues*

Thank You

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