

FlightGlobal

Incorporating **FLIGHTSTATS**

Data: Corporate Traveler Experience

8 - 9 November 2018 Atlanta, USA

The 60 Second spotlight: Murdo Morrison interviews Rick Wakida

In the build-up to the Data: Corporate Traveler Experience forum, Murdo Morrison, Head of Strategic Content at FlightGlobal, sits down with Rik Wakida, Global Travel Manager at Informatica, to discuss flight disruption.

As George Orwell did not quite say, all corporate travelers are equal, but some are more equal than others. For most companies whose employees fly on business, having a system that differentiates between some members of staff and others is an essential part of their travel policy. However, ensuring it always works – particularly when flight disruption is involved – is not always simple.

The somewhat uncomfortable nature of the subject is touched on by the title of a panel debate at the FlightGlobal Data: Corporate Traveler Experience event being held in Atlanta on 8 and 9 November: “The elephant in the room – not all travelers are equal”. Addressing it will be Rick Wakida, global travel manager at Californian cloud data management specialist Informatica.

As Wakida explains: “You don’t want to be in a situation where a VP is not treated as well as a new-hire when a flight is disrupted, which can happen if you do not have the correct procedures. Prioritising assistance is essential during any flight disruption.”

The trouble is that the airline’s view of who the most important travelers are may not be the same as the organization ultimately buying the flights. Having a system in place so that the travel management companies know who the most important individuals are to get to their destination in the event of a major flight disruption is vital, says Wakida.



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