



FlightGlobal

Incorporating FLIGHTSTATS

Data: Corporate Traveler Experience

8 - 9 November 2018 Atlanta, USA

The 60 Second spotlight: Murdo Morrison interviews Beth Clicquennoi

In the build-up to the Data: Corporate Traveler Experience forum, Murdo Morrison, Head of Strategic Content at FlightGlobal, sits down with Beth Clicquennoi, Global Travel Operations Manager at Dell EMC, to discuss the challenges in corporate travel.

Beth Clicquennoi has seen it from both sides when it comes to dealing with the effect on corporate travelers of disrupted flights. As a manager for American Express for 28 years, she managed travel requirements for high-profile clients around the world. For the past seven she has been a global travel manager for EMC – now Dell EMC – a specialist in data storage, cloud computing and other data solutions.

She believes that track-record at a travel management company and major buyer of corporate travel gives her a unique perspective on some of the situations that arise when things go wrong at airports.

“I understand what it’s like to be on the other side,” she says. “I think it makes me a bit more compassionate towards TMCs. I understand their issues. If there’s a flight disruption, the TMC tends to get the blame. Travelers need to blame someone.”

Clicquennoi is bringing her experience of the corporate travel sector to two panels in day two of our Data: Corporate Traveller Experience event, being held on 8-9 November in Atlanta – “Bots or bottoms on seats?”, and “Buckle-up – change is happening”.

She also had to bring her deep industry knowledge to bear when barely a week after joining EMC, the merger with Dell was announced, October 2015. The sale was completed September 2016, and the next 18 months or so were spent integrating two very diverse ways of managing employees’ travel into one combined global travel program, which was completed in April of this year.



"The role of the integration Team was to understand the cultural differences of both organizations and incorporate the best practices of each company for the newly combined Global Travel Program," she says.

For Clicquenois some of the big challenges for the industry include "outdated air traffic control systems", which do not help when it comes to flight disruption, and airlines that remain outside the global distribution systems, which means travellers are tempted to book outside the corporate process and directly on the airline's web site. This is something airlines are often only too keen for them to do.

However, it creates a problem for both the TMCs and the customer, she says. "It's a big problem that some travellers don't realize. We have no visibility, so if there's a flight disruption we don't know where you are."

She thinks carriers have to bear some responsibility when it comes to dealing with flight disruptions. "Airlines have to do a better job of informing the TMCs. Often there is a disconnect," she says.

Unsurprisingly for an employee of a company that makes its living from data services, she believes data is crucial to the smooth running of corporate travel operations. But, she stresses, data is only useful if it is accurate. "If it's garbage in, it's garbage out," she says. "I work really hard with our TMC American Express to make sure all our data is correct."



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