

Managed travel vs. unmanaged travel for SMEs



Here's a quick side-by-side look to see what you're missing.

BOOKING YOUR TRIP	MANAGED BUSINESS TRAVEL	UNMANAGED BUSINESS TRAVEL
Research flights, hotels, cars online	✓	✓
Verified suppliers	✓	✗
Online bookings	✓	✓
Personalised travel choices	✓	✓
Automated trip approval process	✓	✗
Travel policy compliance	✓	✗

COST SAVINGS	MANAGED BUSINESS TRAVEL	UNMANAGED BUSINESS TRAVEL
Discounted rates	✓	✓
Best global corporate rates	✓	✗
Booking within travel policy	✓	✗
Loyalty programmes	✓	✓
Bespoke cost reporting	✓	✗
Expense tracking	✓	✗
Refund processing	✓	✗

TRAVELLER SUPPORT	MANAGED BUSINESS TRAVEL	UNMANAGED BUSINESS TRAVEL
Travel change support	✓	✗
Emergency support 24/7	✓	✗
Travel alerts	✓	✗



MANAGED TRAVEL =

outsourcing your business trips to pros. A travel management company (TMC) handles all the bookings and reporting, through a travel manager or their online tool. Smooth and centralised.



UNMANAGED TRAVEL =

totally DIY. Could be an office coordinator wrangling it, or just letting employees fend for themselves booking direct on travel sites.