

# Case Study Hurricane Florence

# Connected Traveller



## Executive Summary

At FCM Travel Solutions, we know that your most important assets are your people. That's why we give our customers the tools they need to execute a successful travel risk management strategy. On August 31st, 2018, Secure was key to aiding our support teams and our customers during the formation of Hurricane Florence off the coast of Cape Verde.

## Sam with Worldaware Intelligence

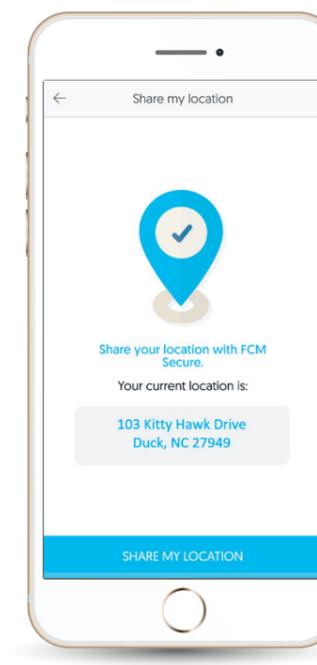
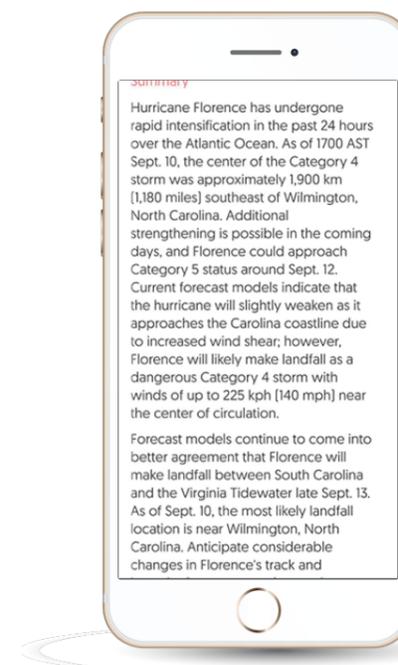
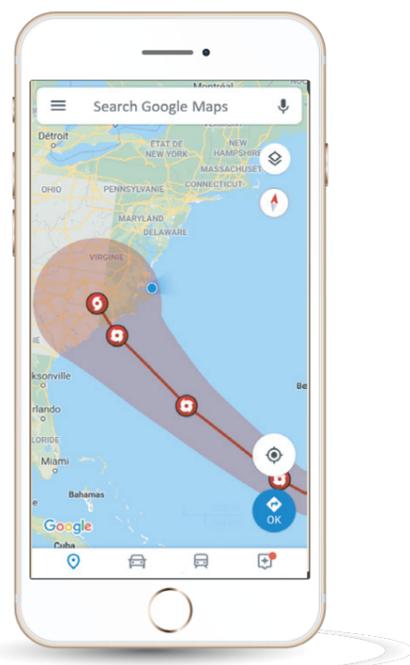
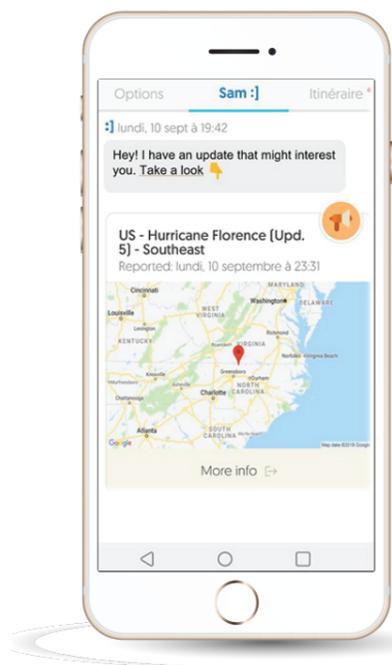
Travellers in the path of Hurricane Florence were the first to be notified using Sam :) with WorldAware Intelligence – FCM's mobile chatbot that uses precision GPS tracking to ensure that your travelers are the first to be informed and the first to react during a travel disruption. Travel managers were also notified via FCM's travel alerts days in advance of Hurricane Florence's landfall. This proactive feature was key in helping clients prepare to alter their travel plans. With waivers in hand, FCM consultants were immediately made available to assist travellers with changing their reservation at no additional cost.

## Traveller Tracking

Travel managers should always be informed about events impacting their travellers. The Secure Dashboard offers an innovative insight into alerts affecting your most frequented destinations, and provides travel managers with the ability to download departure manifests, customized to fit their travel risk program's needs. During Hurricane Florence, our Risk Destination Mapping tab provided customers an enhanced vision centered around how many travelers they had in the region. It also provided our Emergency Customer Care teams with the tools they needed to assist in re-accommodating travelers.

## A Comprehensive Risk Solution

Aaron Livie from our ECC Team in the United States was quoted as saying, "We as a leadership team constantly track weather systems and how they will potentially impact our major hubs and plan accordingly." With Secure, you're getting the best travel risk solutions: Access to WorldAware travel alerts, an innovative traveller tracker platform, and a subscription to our crisis communications protocol. We offer this and more, with one common goal in mind: to assist in keeping you informed and your travelers safe.





FCM is a single global brand providing a comprehensive range of corporate travel and expense management solutions.

We have a presence in more than 95 countries and are regarded as one of the top five travel management companies in the world. FCM is responsible for the travel programmes of some of the world's most successful corporate brands.

It has always been personalised service that sets FCM apart from the rest and we blend this with innovative technology and unrivalled access to content to drive the optimum performance of your travel programme.

Contact us today to find out how FCM can elevate the performance of your corporate travel programme.

**FCM**  
fcmtravel.com