

Greener Pastures

The building blocks for a strong travel programme

There's no doubt business travel is rebounding – and quickly. But what should you look for in a TMC? And what are the building blocks for a successful travel programme?

Today's travel managers are looking for an alternative, agile partner. A TMC that can help them navigate a new world of business travel. One that ticks all the right boxes.

01 Stability



Look for a TMC with a strong track record. One that has stood the test of time. With the knowledge and experience to get the very best out of your travel programme.



Even better, choose one that pairs global reach and capabilities with local insight and on-the-ground solutions. Whether you're talking return-on-investment or risk management, you need a stable, trusted partner who can do it all.

02 Capability



A seamless booking experience has become more important than ever before. That's why FCM's platform uses the latest AI-enhanced technology to make it intuitive, responsive and easy to use. From approvals and bookings to reporting and recons, look for innovative, efficient solutions to suit your needs.



But don't stop there. Mobile app? Traveller tracking? 24-hour support? Make sure your TMC has world-class capabilities.

03 Flexibility



FCM's digital platform is also flexible enough to be customised to your organisation's unique – and exacting – needs.



Customise your booking platform with features like traveller profiles, itinerary management, safety dashboards, reporting dashboards and a bespoke range of budget-friendly, policy-friendly accommodation options to browse and book.

04 Reliability



Do you have teams or satellite offices across the world? Are you looking for a globally-consistent booking experience, customer service and 24-hour emergency support wherever your bookers and/or travellers might find themselves in the world?



Reliability builds trust. And our experience, perseverance, commitment to duty of care and long-standing relationships with suppliers and travel partners means you can always rely on FCM.

05 Customer-centricity



What does customer centricity mean to you? Is it personal, dedicated service? An understanding of your culture, processes and pain points? Bespoke solutions? Check, check and check.



Trust a TMC that will use current and historical travel data to better understand your traveller's needs, preferences and travel behaviour – working closely with you to ensure your programme runs like a well-oiled machine.

06 Possibility



One of the biggest misconceptions around online booking tools today? That they don't offer the same range of content and choice.



FCM's omnichannel technology puts the widest selection of aggregated content at your fingertips. Instantly accessible either offline or online, the platform allows you to search from millions of vetted properties and accommodation options worldwide.



In fact, we'll use our buying power to ensure you always have access to the best content, specially-negotiated deals, lowest rates, and exclusive perks. With FCM the possibilities (and solutions) are endless.