

HVS Monday Musings: Revolutionizing Business Travel – Marriott's Game-changing Initiative

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Marriott International's recently launched '**Business Access by Marriott Bonvoy**' marks a strategic advancement in the hotel industry. While integrated travel management tools are not new, Marriott's approach differentiates itself by offering a comprehensive, seamless experience that simplifies the travel management process for small and medium businesses (SMBs). This initiative has the potential to transform corporate travel management by addressing several pain points faced by business travelers.

Business travel for SMBs often involves booking complexity, expense management, and the need for flexibility. Coordinating flights, hotels, and car rentals through multiple platforms can be cumbersome and time-consuming. Tracking and reporting expenses involve handling multiple receipts, leading to administrative burdens. Additionally, changes in travel plans can lead to complications and additional costs.

Marriott's 'Business Access by Marriott Bonvoy,' powered by **Spotnana**, a Travel-as-a-Service platform, streamlines travel for SMBs by consolidating booking, management, and expense reporting into one integrated platform. In addition to access to Marriott Bonvoy benefits, the system provides organizations with customizable travel policies, global travel policy management, and automated tools that simplify expense management. This allows travelers to focus on their work, free from the burden of travel-related administrative tasks.



Why is this initiative a game-changer?

Most hotel chains have introduced special initiatives for corporate travelers to increase direct bookings, such as **Hilton's Hilton Honors Business** program and **IHG's Business Edge**. These programs offer tailored travel

Summary

Marriott's new comprehensive travel management system for small and medium businesses has the potential to transform corporate travel management. Read on to know more.

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solutions, flexible booking options, and comprehensive rewards but remain largely centered around hotel stays. And that's where Marriott sets itself apart.

With Marriott's comprehensive travel management system, SMBs can not only book hotels within the Marriott Bonvoy portfolio at discounted rates but also book flights, rail, and rental cars, removing the need to rely on third parties. The system also includes access to live traveler data, real-time reporting, and expense management solutions. This all-in-one approach is particularly advantageous for SMBs seeking to simplify their travel logistics and ensure a seamless, efficient process, unlike other programs that are more limited to hotel bookings.

With micro, small, and medium enterprises (MSMEs) expected to drive corporate travel in India going forward, Marriott's initiative could be a significant game-changer when the service launches in the country. According to the Ministry of Micro, Small, and Medium Enterprises, MSMEs contribute around 30% to India's GDP and account for approximately 46% of the country's exports. As per **Invest India** projections, the Indian MSME sector is expected to grow to US\$ 1 trillion by 2028. As MSMEs increase their business travel, Marriott's program could offer them efficient and cost-effective solutions, positioning the company as a preferred partner in the Indian market, and helping increase direct bookings and loyalty. Other companies may soon introduce similar integrated solutions to remain competitive, transforming and redefining the corporate travel landscape.

About **Mandeep S Lamba**



Mandeep S. Lamba, President – South Asia, oversees the HVS global hospitality practice for South Asia. He has spent over 30 years in the hospitality industry of which the last 19 have been in CEO positions. Having worked with leading International and domestic Hotel Companies such as IHG, Radisson & ITC Hotels, he also set up joint venture companies with Dawnay Day Group UK and Onyx Hospitality, Thailand to own and operate hotels in India giving him a broader exposure to the hospitality business.

An established industry leader, Mandeep has won several awards and recognitions in India and abroad for his accomplishments and contribution to the hospitality industry. He is a Certified Hospitality Administrator from the American Hotels Association (CHA), a member of the Royal Institute of Chartered Surveyors, UK (MRICS) and a member of the Tourism Council of CII (Northern India). His views are often solicited for television and print media as a spokesperson for the hospitality & tourism sector.

Prior to joining HVS in 2018, Mandeep was the Managing Director, Hotels & Hospitality Group for JLL.

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