

Choosing a travel management company requires thoughtful vetting which goes deeper than cost-savings capabilities (although that's a pretty big deal). It's about knowing that the company you hire has your back at every step of the journey. Here's some important criteria to help you decide.



After you shop around and complete your checklist, [circle back to American Express Global Business Travel \(GBT\)](#) and let us know how we can help.

Top traits to look for in a travel management company

	American Express GBT	TMC A	TMC B	TMC C
YEARS OF SERVICE	100+			
BEST-IN-CLASS TRAVELER CARE				
Technology that lets you pinpoint travelers' location in times of risk	✓			
Proactive rebooking support when flights cancel or delay	✓			
24/7 live help from travel counselors who can access travel preferences	✓			
Premium VIP traveler care, including visa/passport concierge	✓			
BREAKTHROUGH TECHNOLOGY				
Multi-channel booking—online, by phone or via Amex GBT mobile	✓			
Trip recommendation software to boost in-policy bookings	✓			
Tool that notifies managers when travelers attempt to book out of policy	✓			
GLOBAL CONSISTENCY AND SECURITY				
17,000 travel professionals in more than 140 countries	✓			
Access to over 2m overnight stay options worldwide ¹	✓			
One of the most secure data sets in the industry	✓			
Technology with built-in privacy protection	✓			
PROVEN SAVINGS AND ACTIONABLE INSIGHT				
Discounts and deals on air, hotel and car rentals worldwide	✓			
Tools that monitor rate drops and rebook air and hotel when lower rates are found	✓			
Dashboards that identify savings opportunities	✓			
Smart analytics that reveal travel program effectiveness	✓			
Customized reporting that drills down for details	✓			

¹ Access and availability could vary by region, country, and booking channel.

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