

## Egencia Quick Facts



Egencia expanded its global reach by launching a localised Egencia site in Hong Kong in 2016, and announced plans to open and expand in New Zealand and in the United Arab Emirates in 2017.

Founded in 2002, worldwide Egencia now has

**3,000+**  
Employees

**65+**  
Countries

Operations worldwide

**26**  
Countries

Offering the full Egencia value proposition (technology + service) through 23 points of sale

**40**  
Countries

Serviced by Egencia Global Alliance Partners

## Egencia 2016 Worldwide Results

Online adoption in our most mature regions

**90%** North America

**85%** Europe  
(excluding the Nordic countries)

**+16%**

Increase in revenue YoY

Egencia revenue totalled \$462 million in 2016

**+17%**

Increase in gross bookings YoY

In 2016, Egencia made nearly \$6.4 billion in gross bookings globally



Egencia finished the migration of newly acquired Orbitz for Business customers onto the Egencia platform in just nine months.

## Supply



More than 144,000 hotels with some type of deal or promotion (non-refundable included)



Egencia offers major car rental suppliers and market-specific rail services to cover the ground transport needs of our customers globally



20,000 hotel properties offer special pricing or promotional offering for travellers booking on mobile or tablet devices

**25%**  
More Hotels

YoY  
(2015 vs 2016)

**290,000+**  
Hotels (globally)

Including 45,000 alternative lodging properties

**15,000+**  
Hotels

Partner via the Egencia Preferred Programme for exclusive deals and offers

**+70%**  
Hotels

Offer a centralised payment solution thanks to our merchant coverage

**300+**  
Airline carriers

# Egencia® App Highlights

Through the use of our AssistMe customer service call-back feature on mobile, customers saved a total of

**15,500**  
Hours



In 2016, Egencia expanded its mobile offering to include the Egencia app for Apple Watch and Android Wear. Adoption of this new app has been positive, and with full control over its own technology, Egencia is well positioned to continually innovate this cross-device experience based on data from real traveller use.

## Product

### 4 Major Product Releases and enhancements in 2016

#### Ground transport on mobile

By connecting with Uber, Google Maps and Citymapper, travellers get a choice of ground transport options on the app. They get travel time, pricing and location information in real time.

#### Egencia travel intelligence dashboard

Travel managers can get actionable insights into their travel programme from the enhanced reporting tool.

#### Egencia smartwatch app

Travellers expect a seamless experience between all of their devices, the Egencia smartwatch app is the latest addition to the cross-device experience from desktop to tablet to smartphone.

#### New global hotel experience

Shopping for hotels on Egencia is consistent across devices, while keeping travellers in policy.



Weekly product enhancements to improve the user experience, back-office functionality and quality of service. We are now able to deliver innovation at an unprecedented pace thanks to 30 different work streams and 150 new releases per month.



Egencia recruits top R&D talent around the world for development centres in the United States, France and India.

### About Egencia

Egencia makes business travel better by making it more connected and complete. Egencia puts travellers at the heart of business travel, continuously supporting them with solutions that are more engaging and effective. Driven by consumer insights and technology investments from its parent company, the Expedia group, Egencia connects everything travellers need – content, technology, service and reporting – in one place. Egencia provides services in 66 countries. To connect with Egencia, visit [www.egencia.co.uk](http://www.egencia.co.uk), or [@Egencia\\_UK](https://twitter.com/Egencia_UK); and visit the [Egencia blog](#) for more.