

## CORPORATE UPDATE

### MaxQ's million \$ club grows



**MAXIM'S** Travel Group of Companies' consolidation business MaxQ has a new addition to its Million Dollar Club.

Vien Dong Tourist Services has joined the club, which was launched this year to recognise and reward outstanding achievement from MaxQ's clients.

MaxQ Consolidation General Manager Hai Duong said "consolidation has become far more nuanced than simply the

issuing of a ticket.

"Agents need service and guidance in what nowadays is a flooded market of fares and offers," Duong added.

"Our job is to guide our clients in what we feel would be most advantageous to them not us."

**Pictured** are: Chris Goddard, Managing Director Maxim Group; Kim Huynh, Vien Dong Tourist Service and Hai Duong, MaxQ Consolidation.

## CWT launches AI tool

**GLOBAL** travel management company Carlson Wagonlit Travel has launched a new artificial intelligence-powered travel reporting and visualisation tool that "works like a personalised search engine that knows everything about the client's travel program".

Called CWT AnswerIQ, the new tool provides visibility over three years' worth of data, and is updated multiple times every day to ensure access to the most recent information.

By offering drill-down capabilities on top of CWT's data lake, the AI-assisted technology helps to adapt and improve the client's search capabilities as well as simplifying their data access, increasing personalisation over time.

"CWT AnswerIQ makes

corporate travel reporting as easy as shopping for your next pair of shoes on the internet," said Eric Tyree, Chief Data Scientist, Carlson Wagonlit Travel.

"You type your request in the search box, AnswerIQ goes through all your data, and gives you the answers – visualised for ease of understanding."

Agents using the system will be able to run searches, with results displayed visually that tell the story in a way that's easy to understand.

Users can also design, create and share dashboards with colleagues, improving program effectiveness and aiming to save time and money.

The CWT AnswerIQ program is currently available from CWT on a 60-day free trial, to find out more visit [carsonwagonlit.com](http://carsonwagonlit.com).

## CORPORATE CHATTER

with Sharon Stanley

### Are you a good global citizen?

**AS WELL** as ensuring, as their TMC, that you can deliver the best service and technology without disruption, more and more companies want to know about your commitment to corporate and social responsibilities and how you'd align, or not, to their own stated values and commitments.

It's not good enough to put some nice words in a proposal - you need to walk the talk.

As an organisation, are you aware of the Sustainable Development Goals? Are you contributing where you can in a positive and meaningful way to these goals?

Sustainable development is much broader than just the environment - it encompasses the diverse needs of different people and communities, creating equal opportunities and social unity to ensure a strong and healthy society.

It's doing things differently and ensuring quality of life for all.

What policies do you have in place? How are they actioned,

enforced, measured, refined and promoted? For example, do you have documented environmental policies and initiatives, diversity and inclusion policies and programs, health and safety protocols, social responsibility programs and sustainable procurement practices in place?

What are you actively doing in the community? What are

the specific challenges or opportunities in the industry that you can be addressing?

Do you have a Reconciliation Action Plan (RAP) in place?

The RAP program provides a framework for organisations to support

the national reconciliation movement. Organisations that have a RAP in place are looking to work with other businesses with the same commitment.

All organisations have a level of responsibility for the social, environmental and economic consequences of their actions - and as a bonus, it might even help you win more business.

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### AMEX drops points

**AMERICAN** Express has made a series of changes to earning rates across its portfolio of credit cards, which will affect the way cardholders accrue their frequent flyer points.

The changes, which are scheduled to take place from 15 Apr 2019, include a reduction of 0.25 Qantas points per \$1 spent and 0.25 Velocity points per \$1 on Virgin, among others.

AMEX says it will notify all affected cardholders of the updated changes starting from 19 Nov 2018.

### Win tea at Sofitel

**TRAVEL** buyers are invited to help shape the agenda at next month's CAPA-ACTE Global Summit & Corporate Lodging Summit by submitting 20 words or less about the "key burning issues" that the industry is facing.

The most thought-provoking response will win a high tea for two people at the Sofitel Sydney Wentworth, valued at up to \$166.

To submit a response to the event's organisers, **CLICK HERE**.

For more information on the summit, see **page nine** of today's edition of *Travel Daily*.