THE BTPINDEX

TOP 10 FREQUENTLY ASKED QUESTIONS:

1.- What is the business travel performance index – BTPIndex?

The BTPIndex Is the transformation of current business intelligence and analytics practices in corporate travel through artificial intelligence.

It is emerging as an essential tool for enterprises to gain real-time insights on key performance indicators in hotel program management, automate the entire program and in the process, maximize its value.

It is a statistical measurement of corporate hotel program performance in real financial terms. It represents the program overspend as a percentage of total spend, complemented by 5 specific key performance indicators that show the causes behind the Index fluctuations.

2.- What do I get from the BTPIndex?

Your on-line BTPIndex account with 24/7 access to daily (pre-and post-trip) real-time insights on:

- ✓ Your BTPIndex - The value of your hotel program performance with a single number
- ✓ BTPIndex Movers - Key performance indicators that triggers the value of your program up or down
- ✓ Corrective Actions - Specific actions (with a clear expected financial value per action) to eliminate overspend and in the process, increase the value of your program.
- ✓ Benchmark – Compare your hotel program performance to the market average.

The ability to:

1. Eliminate data collection/management efforts
2. Integrate your complete hotel booking/spend data into a single depository
3. Transition from traditional business intelligence (multiple and complex reports) to a single number to identify the value of your hotel program
4. Identify overspend and lost savings opportunities on a daily basis
5. Identify daily corrective actions to eliminate overspend and lost savings opportunities
6. Show top management how much money you are saving to your company on a daily basis
7. Transition from a 4-6 compressed, painful and stressful RFP annual season to a few hours a month.
8. Make real-time shifts in your hotel travel program strategy to properly and promptly respond to changes in your company's travel patterns and changes in the marketplace
9. Automate the entire hotel program and in the process, maximize its value
10. AT LEAST 10% IN INCREMENTAL SAVINGS

3.- What are the data sources?

The data used to generate the BTPIndex comes from the company's designated booking channels and expense report systems.

4.- What Makes Up the BTPIndex Composite?

The BTPIndex is comprised by all amounts booked and/or paid:

- ✓ **Above the program's negotiated rates** with preferred hotels when all negotiated terms and conditions match (e.g. Season, Room Type, Last Room Availability, Black-out dates, others)
- ✓ **Above the program's rate-caps** with non-preferred hotels
- ✓ **Above a potential re-negotiated rate** with current preferred hotels**
- ✓ **Above a potential new negotiated rate** with non-preferred hotels**

Note ** Due to changes in the company's corporate travel pattern and in current market conditions.

5.- How often it is calculated?

It is measured daily from GDS and expense report data on a per company basis and as an aggregated average of a group of companies to deliver benchmark capabilities.

6.- How much does it cost?

It is included in your Sabre Hotel RFP annual fee

7.- How do I get it?

Step 1.- Go to www.btpindex.com

Step 2.- Go to Activate

Step 3.- Complete Form and click Continue

Step 4.- Select Service Level and click Complete

Step 5.- You will receive an email with an information packet including your user name and password

8.- How safe is my data?

We do not collect/process any personal data:
Traveler's name, phone number, email address, other.

BTP relies on SoftLayer (an IBM company) to host Customer's data. Following are SoftLayer's data security parameters.
(i)   SoftLayer provides SOC 1, SOC 2 and SOC 3 reports. These reports evaluate SoftLayer's operational controls with respect to criteria set by the American Institute of Certified Public Accountants (AICPA) Trust Services Principles. The Trust Services Principles define adequate control systems and establish industry standards for services providers such as SoftLayer to safeguard their customers' data and information.

(ii)   ISO 27001 is a widely-adopted global security standard that outlines the requirements for information security management systems and provides a systematic approach to managing company and customer information based on periodic risk assessments. The latest standard, ISO/IEC 27001:2013, was published on September 25, 2013 by the International Organization of Standardization (ISO) and the International Electrotechnical Commission (IEC) under the joint ISO and IEC subcommittee. To achieve ISO 27001:2013 certification, a company must show it has a systematic and

ongoing approach to managing information security risks that affect the confidentiality, integrity, and availability of company and customer information. This standard emphasizes the measurement and evaluation of how well an organization's Information Security Management System (ISMS) is performing and includes information security related controls based system along with other requirements. The SoftLayer platform is audited by a third-party security firm and meet all requirements for ISO 27001 in every assessed data center: SoftLayer ISO 27001:2013 Certificate of Registration.

(iii)   ISO 27018:2014 establishes commonly accepted control objectives, controls and guidelines for implementing measures to protect Personally Identifiable Information (PII) in accordance with the privacy principles in ISO 29100 for the public cloud computing environment. ISO 27018:2014 specifies guidelines based on ISO 27002, taking into consideration the regulatory requirements for the protection of PII which might be applicable within the context of the information security risk environment(s) of a provider of public cloud services.   The SoftLayer platform is audited by a third-party security firm and meets all requirements for ISO 27018: SoftLayer ISO 27018:2014 Certificate of Registration.

(iv)   The Cloud Security Alliance is a not-for-profit organization with a mission to promote the use of best practices for providing security assurance within cloud computing. One of the mechanisms the Cloud Security Alliance uses in pursuit of its mission is the Security, Trust, and Assurance Registry (STAR)—a free, publicly accessible registry that documents the security controls provided by various cloud computing offerings.

(v)   If a party stores or processes credit card data, then PCI Compliance and network security are of primary concern. To ensure consistent standards for merchants, the Payment Card Industry Security Standards Council established Payment Card Industry (PCI) data security standards. These standards incorporate best practices to protect cardholder data, and they often require validation from a third-party Qualified Service Assessor (QSA). We help our customers meet their PCI compliance needs by providing an Attestation on Compliance from an independent QSA. The Attestation on Compliance can be used in conjunction with our SOC 2 report and ISO 27001 certification to demonstrate that the infrastructure meets the PCI controls. Customers and their auditors can use our reports to verify the PCI controls that are SoftLayer's responsibility are met. (See also subparagraph (b) above.)

(vi)   The U.S. Health Insurance Portability and Accountability Act requires specific security controls for businesses that store or process protected health information online. The SoftLayer cloud platform meets all the necessary requirements for HIPAA on the data center/service provider side.

(vii)   SoftLayer offers its customers the ability to choose precisely where to locate data, with data centers on five continents. For customers who wish to transfer data originating in the European Economic Area to a country outside the EEA, SoftLayer offers European Model Clauses in the form approved by the European Commission and European Union's data protection authorities. The European Model Clauses guarantee European customers that SoftLayer supports the necessary data privacy protections in every location on the globe.

(viii)   Note Regarding Safe Harbor: On October 6, 2015, the EU Courts invalidated the Safe Harbor program. If Customer is a prospective SoftLayer EU/EEA customer, or are a current customer and has previously relied on SoftLayer's Safe Harbor certification BTP offers the standard European Model Clause agreement approved by the European Commission for transfers of personal data from Europe to the United States.

9.- What does Sabre RFP and FareAudit have to do with it?

You have access to the index due to the combination of the services of Sabre RFP, Fare Audit and BTPIndex.

The BTPIndex is supported by

1) Sabre RFP's solid foundation of the complete hotel RFP process

2) FareAudit's well known and recognized experience in corporate travel data management and transaction audits

3) BTPIndex's ability to integrate corporate travel data from all sources, transform current Business Intelligence to Intelligent Information and fully automate hotel program management.

10.-How does it compare to what is out there?

- ✓ VISIBILITY / FULL TRANSPARENCY:
    - o Full vs Partial Visibility / TRANSPARENCY:
        - ▪ The BTPIndex is the ONLY way to gain full visibility and transparency (what goes through the agency and directly with hotels) in hotel program performance by capturing GDS data and expense report data on a daily basis. (Pre and Post-trip visibility).
        - ▪ The only available tool that gives travel management companies the ability to show their clients the cost of booking outside the agency.
        - ▪ Daily

- ✓ POWERFUL and Easy:
    - o No more data management, no more endless reports and KPI's. One number and 5 movers (what moves the value of your program up or down), all you need to manage a hotel program.
    - o The only tool that gives the travel managers the ability to fully automate hotel program management and streamline the intense and stressful Hotel RFP Process