

IATA

BUSINESS

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SUMMIT



**Restart and
Rethink Travel**

IATA Business Travel Summit - Online Event



Tuesday 8 June 2021

14:00 – 16:00 CET

08.00 – 10.00 EST



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▶ RESTART AND RETHINK TRAVEL

Moderator: Yanik Hoyles, Director Distribution, IATA

 **Tuesday 8 June 2021**
14:00 - 16:00 Central European Time
08.00 - 10.00 Eastern Standard Time

14:00 – 14:10	Let's Get Started - Welcome & Opening Address	Muhammad Albakri SVP Customer, Financial and Digital Services, IATA
14:10 – 14:25	Keynote Restart Insights - An Industry Perspective	Olivier Hours Head Distribution Strategy, IATA
14:25 – 14:50	Panel Rethinking Demand - Will Business Travel Ever be The Same Again? Moderator: Paul Tilstone , Managing Partner, Festive Road	Diane Lundeen-Smith Senior Manager Global Air & Ground Programs, Microsoft Claudia Adams Travel Manager, Allianz Karen Hutchings Global Head of Travel, Meetings and Events, EY
14:50 - 15:15	Keynote Taking The Initiative - Airline Industry Initiatives To Accelerate The Restart	Muhammad Albakri SVP Customer, Financial and Digital Services, IATA
15:15 – 15:30	Keynote Pivoting to Value Creation	Yanik Hoyles Director Distribution, IATA
15:30 – 15:55	Panel Accelerate - Increasing NDC Adoption in Business Travel	Shaunelle Harris Drake Head Implementation, Distribution, IATA Paul Cronje , Director, Clyde Travel Management John H. Palomino , Vice President, Travel Commerce & Experience Strategic Air Content Development, BCD Travel Michael Otto , NDC Product Owner Order Management, British Airways
15:55 – 16.00	Closing Wrap up- Closing Comments from Day 1 & A Look Ahead At Day 2	

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Value Creation in Airline Retailing by the Industry

IATA Business Travel Summit - Online Event



Wednesday 9 June 2021

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for this Webinar

▶ VALUE CREATION IN AIRLINE RETAILING BY THE INDUSTRY

Moderator: Paul Tilstone, Managing Partner, Festive Road

[Competition Law Guidelines](#)



Wednesday 9 June 2021

14:00 - 16:00 Central European Time

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14:00

Welcome Back :

Yanik Hoyles , Director Distribution, IATA

14:05 – 14:15

Airlines in the lead Development of new products & services in a world of airline retailing : Hear from **American Airlines**

Neil Geurin
Director Distribution Strategy, American Airlines

14:15 – 14:25

Airlines in the lead Development of new products & services in a world of airline retailing : Hear from **British Airways**

Rogier Van Enk
Head of Distribution and Payment, British Airways

14:25 – 14:35

Airlines in the lead Development of new products & services in a world of airline retailing : Hear from **Qantas**

Nadine Dawood Morgan,
Head of Distribution, Ancillaries and Payments, Qantas

14:35 – 14:50

Airline Panel Different airlines can have a very different approach to development of new products and services and how they engage with the customer. We will hear about some of these approaches

American Airlines , British Airways, Qantas
Moderator: Dave Weaver, Manager Global Travel,
Bechtel Corporation

14:50 – 15:10

Business Momentum The corporates and their value chain partners embracing the retailing vision **Case Study #1:** Hear from **CTM** on their live NDC integration

Timmo Rol
Chief Product Officer AU/NZ, and
Scott Ward
Global Head of Partnerships , CTM

15:10 – 15:30

Business Momentum The corporates and their value chain partners embracing the retailing vision **Case Study #2:** Hear from **BCD Travel** on their live NDC integration

Klaus Goddard
VP Global Distribution, BCD Travel

15:30 – 15:50

Business Momentum The corporates and their value chain partners embracing the retailing vision **Case Study #3:** Hear from **ATPI** on their live NDC integration

Katie Skitterall
Director of Sales and Operations, ATPI
Scott Wylie
Group Director of Software Development, ATPI

15:50 - 16:00

Final questions and closing comments



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