

Amex GBT Egencia 2025 highlights

American Express Global Business Travel (Amex GBT) delivered an even better user experience, advanced analytics, and big savings in 2025.

Through the Amex GBT marketplace:

22
airlines in our industry leading NDC program¹



\$508M
bookings processed in NDC²



Over **1 PETA BYTE**
business travel data – one of the largest and most valuable travel datasets in the industry³

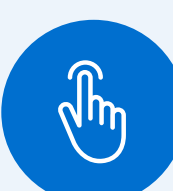


Customer engagement:

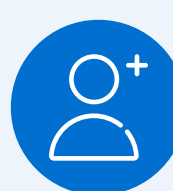
51M+
visits to Egencia¹



95%
online adoption¹



880,000
new users logged into Egencia¹



Our AI-powered savings finder technology has saved clients over:

\$27M
from over 600,000 optimized hotel bookings¹



\$14M
from over 16,000 optimized air bookings¹



Over 200 enhancements in 2025:



Expanded rail content, with Ouigo and VIA Rail itinerary activated online.



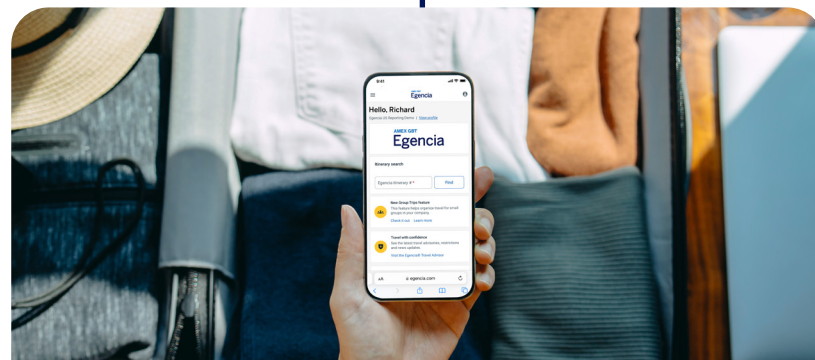
Transformed our travel booking experience, starting with flight shopping in Preview in North America and launching globally in early 2026.



Enhanced sustainability features, to support data-driven policy decisions that improve travel program sustainability.



Refreshed the homepage, with a modern User Interface (UI) for easy navigation, simplified search forms, enhancements to Message Center, and easy access to Traveler Profile.



Continued to boost our NDC program, with 6 new airlines added and 87% coverage.



Introduced the organization manager, the first truly single global travel management role.



Enhanced data reporting, with a refreshed homepage, new dashboards and more data fields than ever.

Even more unmissable highlights:

Booking & user experience

Travelers get answers fast
With smart search capabilities in the Help Center which understand full questions, not just keywords.



Travel smart, travel safe
With live monitoring and alerts for global and domestic situations that could impact travel.



Click, pay, done
Next generation checkout now available in North America for flight and ground travel.



Transformed shopping experiences
For flight and car to better support easy decision making and enable quick and seamless bookings.



Your homepage reimaged
In North America, with UI optimizations to remove friction and improve the booking experience.



Comprehensive trip summaries made easy
A dedicated page with richer information, additional management, and clear details.



Team travel, simplified
Group trips now include hotels.



Reporting & program management

Powered up dashboards
With Air and Hotel Summary, NDC Pulse, Incomplete Trips and Savings Summary.



Data reporting homepage refresh
With key metrics and dashboard suggestions at a glance.



Intelligent analytics
Smart Analytics that use natural language queries to generate insights and turn them into charts or graphs.



Enriched Brazil hotel and air reporting data
Bringing more bookings and information to your reports.



NDC savings in Analytics Studio
EMEA and APAC clients can monitor savings with real-time price differential tracking between NDC and EDIFACT fares.



Self-serve Travel Program Review
For concise program highlights on spend, program adoption, compliance, savings, cost avoidance, and more.



Cabin class customization
Override travel policies to restrict certain cabin classes to manage costs and monitor compliance.



One user, one profile
A more in-depth user search, centralized profile creation across sites, and unique approval profile management.



¹ American Express Global Business Travel internal reporting, December 2024 - November 2025. ² American Express Global Business Travel internal reporting, January 2025 - December 2025. NDC stands for New Distribution Capability. ³ Amex GBT data science internal reporting FY 2024.