# Corporate travel may see a shift to in-house booking functions by 2025



As businesses prepare for the trends and transformations on the horizon in 2025, one significant consideration in the realm of corporate travel is the possible shift towards in-house booking functions. Scott Wylie, Chief Technology Officer for TripStax, shared his insights on this emerging trend during a discussion with The Business Travel Magazine. He noted that historical practices from the mid-1990s may be rejuvenated as more companies contemplate re-establishing in-house travel management teams.

Wylie’s remarks highlight a departure from a previous era when many large organisations managed their own corporate travel bookings and collected significant commissions on airline transactions. However, the dynamic landscape of travel management has evolved considerably, particularly since airline commissions largely disappeared. While in-house travel agencies became less common, their counterparts in the United States, known as corporate travel departments (CTDs), have maintained a foothold, especially in specific sectors like marine travel.

With advancements in technology, particularly in global distribution systems (GDS), Wylie asserts that companies can regain the capacity to manage travel bookings internally. He pointed out that modern systems have transitioned to more user-friendly, point-and-click interfaces, making it easier for teams to navigate booking processes without needing extensive training in airport and airline codes. Innovations from companies like TripStax have further enhanced accessibility to agency-level systems, creating opportunities for businesses to streamline their travel arrangements.

Wylie illustrates the evolution in booking methods, mentioning the progressive approach of New Distribution Capability (NDC) which allows for more flexible and efficient booking processes. He suggests that companies may find better deals with airlines if they opt for channels that help lower distribution costs. Additionally, this shift could facilitate greater control over travel data, an aspect that many travel managers are prioritising for increased operational efficiency.

Despite advocating for in-house booking operations, Wylie emphasised the ongoing importance of travel management companies (TMCs), recognising the value they provide in areas that require specialised expertise. He commented that TMCs could focus on high-value services that offer greater profit margins, ultimately creating a mutually beneficial arrangement.

As the business travel landscape prepares for these potential changes, Wylie’s perspective points to a future that may blend innovative technology with traditional practices, allowing organisations to manage their travel needs with increased efficacy and control. The evolution of corporate travel strategies is likely to continue as companies adapt to emerging technologies and the shifting needs of their workforce.

Source: [Noah Wire Services](https://www.noahwire.com)

## Bibliography

1. <https://thebusinesstravelmag.com/diary-of-a-cto-scott/> - This article corroborates Scott Wylie's insights on the evolution of corporate travel, particularly his comments on New Distribution Capability (NDC) and the need for modern digital environments in travel management.
2. <https://thebusinesstravelmag.com/diary-of-a-cto-scott/> - It supports Wylie's assertion that historical practices may be rejuvenated as companies consider re-establishing in-house travel management teams and the challenges associated with NDC.
3. <https://www.fcmtravel.com/en/resources/insights/2025-business-travel-trends-you-should-know> - This article highlights the increased demand for AI and technology in enhancing customer experience and optimizing travel programs, aligning with Wylie's comments on technological advancements.
4. <https://jtbbusinesstravel.com/business-travel-recovery-in-2025/> - It discusses the expected changes in business travel, including the rise of in-house travel management and the evolving role of travel managers, which aligns with Wylie's perspectives.
5. <https://jtbbusinesstravel.com/business-travel-recovery-in-2025/> - The article supports the idea that business travel is evolving, with younger travelers and remote workers driving growth, which could influence the shift towards in-house booking functions.
6. <https://thebusinesstravelmag.com/diary-of-a-cto-scott/> - Wylie's comments on the importance of modern core technology that isn't GDS-dependent are detailed in this article, highlighting the need for newer agency technologies.
7. <https://traveltech-show.com/all-speakers/scott-wylie> - This profile of Scott Wylie provides background on his extensive experience in IT and technology in the business travel sector, supporting his credibility on the topic.
8. <https://thebusinesstravelmag.com/diary-of-a-cto-scott/> - The article explains how NDC fares can be cheaper but are often avoided due to management complexities, which Wylie addresses as a challenge for travel managers.
9. <https://www.fcmtravel.com/en/resources/insights/2025-business-travel-trends-you-should-know> - It mentions the focus on sustainability and ESG solutions in corporate travel programs, which is part of the broader evolution in corporate travel strategies Wylie discusses.
10. <https://jtbbusinesstravel.com/business-travel-recovery-in-2025/> - The article predicts that by 2025, the volume of work trips by all employees will rival 2019’s record highs, supporting the idea of increased travel management needs.
11. <https://thebusinesstravelmag.com/diary-of-a-cto-scott/> - Wylie's suggestion that TMCs could focus on high-value services while companies manage routine bookings internally is supported by his discussion on the future of travel management.
12. <https://thebusinesstravelmag.com/where-theres-a-swill-thats-scott-wylie-in-lycra-leggings/> - Please view link - unable to able to access data