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How is Quest2Travel reimagining corporate and business travel as organization push for greater efficiency, compliance, and employee experience?

Quest2Travel, the corporate arm of MakeMyTrip, is designed to digitally transform corporate travel management from a fragmented, manual process into a fully integrated, technology-first ecosystem for large enterprises including BSE 500 companies. We have synchronised employee data seamlessly from HRMS platforms into financial and ERP systems, minimising manual intervention at every step.

Quest2travel has the capability to integrate with multiple systems at various touchpoints with the existing systems for better user experience. System offers more than 20k+ GST and service assured Enterprise segment hotels Pan India for Employees to have access to and



delivering Tax Invoice for credit input. The platform automates GST tracking and reconciliation across airline and hotel invoices, a critical capability in a market where a majority a corporate travel spend is still unmanaged and GST input credits are routinely lost to non-compliant bookings. A single platform consolidates flights, hotels, and ground transport with 24x7 in-house support, tailored SOPs for CXO and emergency bookings. By automating, centralizing and consolidating all aspects of employee travel, including policy compliance, and approvals to refunds and audits, Quest2Travel enhances ease of use and gives organizations a travel programme that is transparent, well-controlled, seamless in experience and efficient across every booking.

With GCCs and global enterprises expanding across multiple cities, how do you support scalable, policy driven travel ecosystems?

Most GCCs are running global T&E platforms, and they are good platforms. They govern global policy beautifully and give HQ the consolidated view it needs. They were also built for a different market. Scalability today for GCCs and global enterprises depends on balancing global requirements with local relevance. In a diverse market like India, where travel frequently extends beyond metro cities, Quest2Travel



provides access to accommodation across metro and tier 2,3,4 & 5 cities with technology enabled ground travel support, covering Indian railways, cabs and buses, ensuring that every booking, regardless of location, stays within the platform and within policy. Built to Indian compliance standards, our GST module delivers audit-ready and compliant invoices at every booking touchpoint backed by an MIS dashboard that gives complete visibility across the total travel programme. Automated approval workflow compliant to the travel policy, built-in policy checks and seamless data flow between HRMS and ERP systems enables organisations to expand seamlessly with better governance as business grow across multiple cities.

What role does technology and data play in optimizing travel spend and decision making for large enterprises?

Technology and data are the foundation of cost control and smarter decisions at scale, enabling large enterprises to make better informed travel decisions. Quest2Travel's advanced MIS dashboards provide real-time spend visibility, segmented by department, region, project, and location, by department, region or projects, making it more convenient to identify savings opportunities and lock any revenue leakage. Our Budget and Project modules are classic

examples of how technology and data play an integral part in driving cost optimisation. With a tech-first approach, employees only see flights and hotels within their approved budget, removing the possibility of overspending and reducing the need for manual oversight.

Auto Ticket Issuance streamlines the experience with faster bookings while also maintaining 100% policy adherence, removing the trade-off between speed and compliance.

Together, these capabilities translate data into decisions, enabling teams to plan with confidence and act without delay.

How are sustainability and responsible travel influencing corporate travel strategies today?

Companies are aligning travel policies with broader ESG goals, focusing on reducing environmental impact. This includes encouraging eco-friendly travel options and tracking their carbon footprint. As ESG commitments and audit standards evolve, organizations need emissions data that is accurate, auditable, and integrated, not a manual estimate assembled at year-end. Quest2Travel's platform generates detailed CO2 Emission Reports, which can be directly integrated with existing enterprise systems. This feature enables organizations to track their carbon footprint effectively, contributing to sustainability goals and equips leadership to design policies that balance cost, compliance, and environmental impact. Corporates have already

adopted this capability as a core part of their travel governance framework.

What distinguishes Quest2Travel's approach from traditional corporate travel management providers?

Built on a strong technology-first approach, Quest2Travel is one of the industry's most advanced self-booking tools offering to more than 35 modules used at enterprises. Trusted by 500+ large enterprises and managing travel for over 2.5 million employees, the platform drives digital transformation through seamless HRMS and ERP integrations, enabling real-time data flow and complete visibility. Its highly flexible and customisable architecture is designed to handle complex enterprise needs, with automation powering policy compliance, approvals, billing, GST reconciliation, and reporting. With strong backend capabilities, advanced MIS insights, and 24X7 in-house customer support, organisations benefit from faster processes, better control, and enhanced compliance—while consistently achieving 18%–20% savings in overall travel expenditure.

Looking ahead, how do you see the future of corporate travel evolving over the next few years?

The future of corporate travel will be automated, AI-driven and fully integrated single platform. Organisations will increasingly rely on intelligent platforms that help provide an automated travel workflow with minimal manual effort and superior UI/UX experience.

Overall, corporate travel will become more technology efficient, data-driven and self-optimising, ensuring better outcomes in cost, compliance and experience. ■