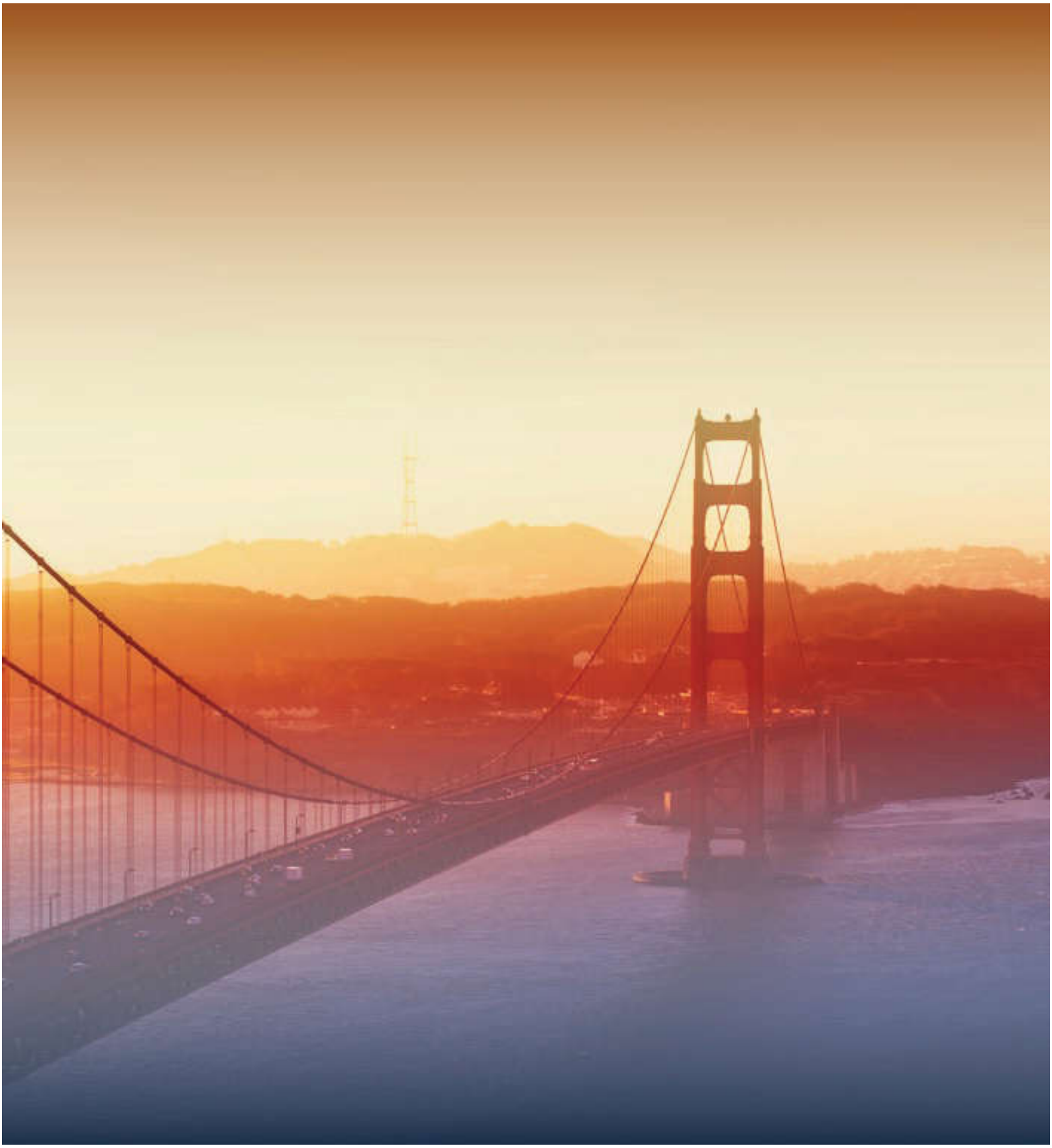


EyeforTravel San Francisco Summit 2018 Round-up



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About EyeForTravel

We bring together everyone in the travel industry, from small tech start-ups to international hotel brands, to form a community working towards a smarter and more connected travel industry.

Our mission is to be the place our industry goes to share knowledge and data so that travel and tech brands can work collaboratively to create the perfect experience for the modern traveler.

We do this through our network of global events, our digital content, and our knowledge hub - EyeForTravel On Demand.

Our Values

We believe the industry must focus on a business and distribution model that always puts the customer at the center and produces great products. However, to deliver an outstanding travel experience, the strength, skills, and resources of all partners in the value chain must be respected and understood.

At EyeForTravel we believe the industry can achieve this goal by focusing on a business model that combines customer insight with great product and, most importantly, places the traveler experience at its core.

At our core we aim to enable the above by valuing impartiality, independent thought, openness and cooperation. We hope that these qualities allow us to foster dialogue, guide business decisions, build partnerships and conduct thorough research directly with the industry.

These principles have guided us since 1997 and will continue to keep us at the forefront of the industry as a vibrant travel community for many more years to come.

Our Services

Our events are at the heart of EyeForTravel. These draw in experts from every part of the travel industry to give thought-provoking presentations and engage in discussions. It is our aim that every attendee takes back something new that can help their business to improve. This might be in the fields of consumer research, data insights, technological trends, or marketing and revenue management techniques.

Alongside this we provide our community with commentary, reports, white papers, webinars and other valuable expert-driven content. All of this can be accessed through one place - the On Demand subscription service.

We are always expanding the content we create, so please get in touch if you want to write an article for us, create a white paper or webinar, or feature in our podcast.

EyeForTravel in Numbers

- 80,000+ database contacts
- 2,000+ annual event attendees
- 100,000+ monthly online reach
- 1,000+ online conference presentations



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Introduction

The travel industry has been flying high with so many new digital tools emerging to transform itself with. Artificial intelligence, voice connectivity, chatbots, and the continual development of mobile apps and services have given key stakeholders more data and capabilities than ever to contend with.

The San Francisco 2018 summit was all about helping travel industry professionals separate the real from the hype. A challenge that grows regularly, with new channels, systems, and capabilities coming online all the time.

Attendees to the Summit grappled with a number of key questions, notably:

- What is the true potential of artificial intelligence and machine learning?
- What does an effective digital strategy look like?

- Where should a company invest, and how does an organization measure the effectiveness of the strategy?
- What has been the digital age's impact on customer expectations?
- Even with a new set of digital tools, how do traditional business principles still apply?
- Is the hype behind blockchain real, imagined, or some combination of both?

These topics are heavy enough, but they just scratch the surface of what the industry is contending with. During this most Summit, many of the top voices in the industry lent their thoughts to how companies can tackle these issues and more in this fast-moving space.

[Click here to stream all the presentations from the Summit to your device in video format!](#)

