

Learn how Discovery Inc. adjusted their travel program during COVID-19 with better employee communication



Discovery Inc. is a global media company that owns much-loved channels like Discovery Channel, Animal Planet, TLC, Food Network, HGTV, and more.

Yukari Tortorich, VP of Global Travel Services, manages the company's travel program across 27 countries. Her department is responsible for:

- On-air talent travel bookings/logistics
- Production travel
- Administration of Concur OBT in 20 countries
- On-site event logistics during (eg. Olympics)
- Duty of care/safety of her travelers
- Discovery's corporate jet
- Reviewing travel technology

Yukari Tortorich, is an active and influential member of the travel industry and was recognized by BTN as one of the "2017 Women You Should Know" and a "2018 Best Practitioner." She was also the recipient of the "2018 GBTA Business Travel Service Award" and was the "2019 Concur Innovation Award Winner."

After evaluating multiple options to guide and communicate the company's new travel rules, guidelines, and procedures following the Coronavirus outbreak, she decided to implement Notify by Shep.

"Previous to Coronavirus, it was all about cost efficiency, ROI, preferred vendors," Yukari said. "Now what's important is how do I get the message to the travelers at the time that they're making their travel booking. So when Shep came around, I thought this is it, this is the answer for us."

Yukari is using Notify by Shep to get her team back on the road sooner and safer and recommends other travel professionals take the same approach, *"If you haven't looked at Shep, you really should consider it."*

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