AI IN CORPORATE TRAVEL

The week in seven stories.

29 September

Claude Opus 5.5 and GPT-6 launch minutes apart

Jev, the new AI model that doesn't write

BizTrip AI puts booking inside ChatGPT and Claude

Nearly 80 companies use Sabre's AI connector

IHG: travellers research with AI, few book with it

Spotnana and Amadeus on servicing and cost.

Accor launches an AI concierge, with humans on hand

WIDER AI · LAUNCH

Anthropic and OpenAI launch new models minutes apart.

On 22 Sept, Anthropic released Claude Opus 5.5. It matches or beats its larger Fable model on most of Anthropic's benchmarks, runs about 30% faster than Opus 5 and costs 20% less per token. Anthropic says it uses less jargon and puts key information first. Minutes later, OpenAI launched GPT-6 Sol, for complex work like coding, and Luna, for quick admin tasks. OpenAI says Sol makes about half as many factual errors as its predecessor, and both cost half the price.

Said on launch day:

"Opus 5.5 is way, way, way better than Opus 5. Sorry about that model, please try this one." Nat McAleese, Anthropic researcher, on X.

TechCrunch: Claude TechCrunch: GPT-6 Decrypt Quote on X

Source: TechCrunch, Decrypt, 22 Sept 2026.

WIDER AI

A new kid on the block in AI, and it doesn't write.

TypeSafe AI, founded by ex-OpenAI researcher Diogo Almeida, released Jev in early access on 15 Sept and raised $40m. Jev doesn't write text. It answers set questions (yes or no, pick an option, give a score) with a confidence level, in 70 to 500 milliseconds. TypeSafe claims it's 40 to 200 times faster than frontier models; those are its own figures. The name comes from Jevons Paradox: when something gets cheaper, people use more of it.

Business Travel Angle:

Could booking tools building autonomous AI agents, plug Jev in to reduce latency when shortlisting optimal hotels, flights etc? If Jev is given travel policy details and travellers personal preferences, Jev could make quick decisions on what travel options to surface to traveller?

Bloomberg: Read the story

Source: Bloomberg, 25 Sept 2026.

LAUNCH

BizTrip AI puts business travel booking inside ChatGPT and Claude.

On 23 Sept, BizTrip AI made its booking tool available as an app inside Claude and ChatGPT. Travellers describe the trip in plain language and get flight and hotel options filtered by their company's travel policy and their role. They can search, compare and book without leaving the chat. BizTrip runs its own travel-trained model and sells to travellers, TMCs and online booking tools. It didn't name any corporate customers. Head of Product Strategy Valerie Layman said the aim is to put booking "where the work already happens".

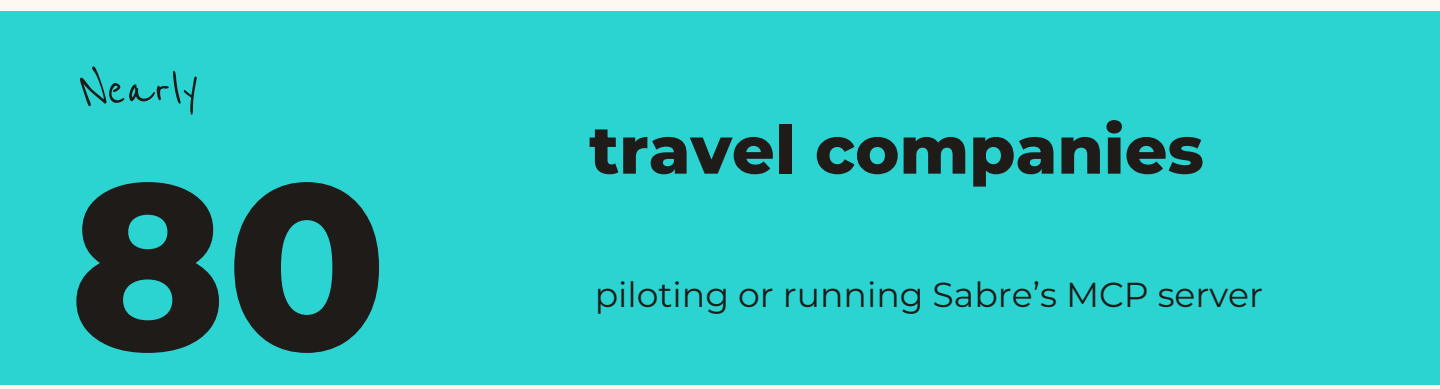
BusinessWire: Read the announcement

Source: BusinessWire, 23 Sept 2026.

PARTNERSHIP

Nearly 80 travel companies are using Sabre's AI connector.

A year after launch, Sabre says almost 80 travel companies are piloting or running its MCP server. MCP is the standard that lets AI assistants like ChatGPT and Claude read live flight and hotel inventory and make bookings. Users include Virgin Australia, Flight Centre and Internova, which owns ALTOUR and Travel Leaders Network. Sabre COO Shawn Williams called MCP "the next great transformation of how travel is bought and sold".



Travelers Today: Read the story

Source: Travelers Today, 23 Sept 2026.

RESEARCH

Travellers research with AI, but few will let it book.

At Skift Global Forum, IHG's Chief Commercial and Marketing Officer Heather Balsley said over 70% of travellers use AI to research trips, but fewer than 16% are comfortable booking through it. IHG is rolling out a platform to make every hotel's content "machine-readable", so AI agents can find and describe its properties accurately. McKinsey partner Margaux Constantin added that over half of travellers rebook after booking, and 40% of those are chasing a better price.

70%+

use AI to research trips

<16%

comfortable booking through AI

Skift: Read the research story

Source: Skift Global Forum, 25 Sept 2026.

OPINION

Spotnana and Amadeus: fix servicing first, and someone has to pay.

Spotnana CEO Steve Singh said servicing (changes, cancellations, disruption) is "90% of the cost structure and 90% of the dissatisfaction" in travel, so that's where AI agents should start. Amadeus EVP Elena Avila said agentic AI won't deliver without shared standards for identity and data, and warned about rising compute costs. Singh thinks those standards are five to seven years away. In a room poll, 40% doubted they'd arrive by 2030; 34% thought they would.

90%

of the cost structure

90%

of the dissatisfaction

Skift: Servicing and standards Skift: The cost of agentic AI

Source: Skift, 23 and 25 Sept 2026.

LAUNCH

Accor launches an AI concierge, with humans on hand.

On 24 Sept, Accor announced the full launch of ALL Concierge after a pilot. Guests can use it to compare hotels, ask about facilities, move to Accor's booking platform and get support on existing reservations. It recognises loyalty members, and a human support agent can join the conversation for complex requests. Accor says it is available on ALL.com in 11 languages, plus WhatsApp and iMessage. The mobile app currently covers four languages across five points of sale, with wider rollout planned by year-end. Direct changes and cancellations within the chat are still listed as coming features, alongside voice support and retrieving hotel invoices.

11

languages on ALL.com

4

languages in the app

Accor: Read the announcement

Source: Accor, 24 Sept 2026.

YOUR TURN

Would your travellers trust an AI agent to rebook a cancelled flight?

Tell me in the comments.

New AI roundup every Tuesday.