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Traxo and Otonoma Partner: No Traveler Left Asking “What Do I Do Now?”

Real-time booking data from 1,000+ airline, hotel, car, and agency sources now feeds Otonoma's intelligent network, which monitors every itinerary for disruptions and orchestrates the best mix of systems, advisors, and AI agents to resolve them, keeping the traveler informed, rather than on the hook to fix it themselves.

DALLAS, TX and SEATTLE, WA — Traxo, the real-time corporate travel data leader, and Otonoma, the company building the Paranet, an intelligent network for travel and hospitality, today announce a long-term technology and mutual referral partnership that gives Otonoma a complete, live view of every booking on a trip, regardless of where it was made, so that when something goes awry, the disruption gets resolved instead of landing back on the traveler. The companies invite a limited number of corporate travel programs to pilot the integration ahead of general availability in the fourth quarter.



"For years, we've given travel programs the most complete picture of their bookings available anywhere," said Andres Fabris, Founder and CEO of Traxo. "Partnering with Otonoma means the picture doesn't just sit in a dashboard. The moment a disruption occurs, the right advisors, systems, and agents are already working on the solution."

- The gap: 30–40% of corporate bookings are made directly with suppliers or through consumer sites, outside any single system. When plans change, downstream providers never learn about them.
- The fix: Traxo's patented AutoDetect captures every confirmation within seconds of purchase and streams the complete itinerary into Otonoma's intelligent network, which monitors the trip for problems (like a canceled flight that would cause a traveler to miss a meeting) and coordinates a resolution across every affected provider.
- How to get it: A premier opportunity opens today for select corporate travel programs, ahead of general availability in Q4 2026 through the Traxo Marketplace and other outlets. Existing Traxo clients can activate Otonoma with a single authorization.

"When a trip breaks, the pieces are usually spread across different systems that don't talk to each other, and the traveler ends up as the connective tissue. This partnership allows the model to flip and provides a more 'connected journey' as it takes both a complete view of the trip and an orchestration engine that autonomously makes it seamless for the traveler," said Julie Shainock, Managing Director, Travel, Transport & Logistics, Microsoft.

At the center of the partnership is the launch of Otonoma's intelligent network. Otonoma's real-time coordination network connects people, AI agents with guardrails, and travel systems as interchangeable participants, each handling one piece of the trip, so a problem gets solved by whichever combination can respond fastest, instead of falling to the traveler to sort out.

Traxo's AutoDetect technology streams live, verified booking data (flights, hotels, ground transportation, and dining reservations) into the intelligent network within seconds of a reservation being made or changed, regardless of which travel system it originated in. Otonoma uses that data to build and update each itinerary dynamically, then continuously monitors it for anything that could go wrong downstream: a canceled flight that would make a traveler miss a meeting, a delay that throws off a car pickup, a schedule change that no longer lines up with a dinner reservation.

When a problem surfaces, the network doesn't hand it back to the traveler to solve. It automatically orchestrates whichever combination of supplier APIs, human travel advisors, and AI agents is best positioned to fix it, working the problem in the background and resolving it in the time available. The traveler stays informed at every step via their channel of choice. Instead of asking "What do I do now?", they're informed about what's already been taken care of and what else can be recommended.

"Traxo gives us a live, complete itinerary the moment it's booked," said Jim Harding, CEO of Otonoma. "From there, our intelligent network watches for anything that could cascade into a bigger problem, then pulls together whatever mix of systems, advisors, and AI agents can resolve it fastest. Travelers stay informed the whole time, but they're never the ones who have to fix it."

Industry Program. Traxo and Otonoma are accepting a limited number of corporate travel programs into the pilot now. Existing Traxo clients can activate the Otonoma connection from the Traxo Marketplace with a single authorization and no IT work; other organizations can capture bookings within hours of a standard Traxo deployment.

About Traxo

For over a decade, Traxo has helped companies run better travel programs: stronger supplier relationships, lower costs, safer travelers, and higher policy compliance. Its patented AutoDetect technology captures confirmations from more than 1,000 agency and supplier points of sale within seconds of purchase — with no traveler action and no software installed — delivering complete, real-time visibility into every booking, wherever it is made. Traxo acts as an automated extension of the modern travel management team and makes that data portable to duty-of-care, expense, business-intelligence, and orchestration systems. Learn more at www.traxo.com.

About Otonoma

Otonoma is building the Paranet, an intelligent network for travel and hospitality: an always-on orchestration layer that keeps every itinerary dynamic and correct. Otonoma compiles guest and traveler workflows into deterministic goal trees that execute in milliseconds at near-zero cost, with trusted human experts escalated for edge cases. The network overlays existing property and travel systems — no rip-and-replace, no app for the guest — and every provider, from the airline to the custom excursion or day trip, joins as a node that controls its own data and relationships. Headquartered in Issaquah, Washington, Otonoma was founded by Jim Harding, who developed the Amazon Marketplace and helped develop the OS that became MS-DOS at Seattle Computer Products, and is backed by 17 patent assets. Learn more at <https://www.otonoma.com/travel/corporate>.

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Partnership Announcement: Frequently Asked Questions (FAQ)

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Q1. What are Traxo and Otonoma announcing?

A long-term technology and mutual referral partnership that connects Traxo's real-time booking data to Otonoma's intelligent network. Traxo captures every reservation on a trip (flights, hotels, ground transportation, and more) wherever it was booked and streams it to Otonoma within seconds. Otonoma builds a live itinerary, monitors it for disruptions, and coordinates the fix across supplier systems, human travel advisors, and AI agents. Travelers are told what has already been handled instead of having to solve it themselves. A limited pilot opens now for corporate travel programs, with general availability in Q4 2026.

Q2. Why does it matter where a trip was booked?

Between 30% and 40% of corporate bookings are made directly with suppliers or through consumer sites, outside any single system. When a flight is canceled, the hotel, car, and dinner booked elsewhere never find out, and the traveler has to connect the pieces. No one can fix a trip they can't fully see. Traxo's patented AutoDetect technology captures confirmations from more than 1,000 airline, hotel, car, and agency points of sale within seconds of purchase. The traveler takes no action and installs no software, so Otonoma works from the complete trip, not a partial one.

Q3. What actually happens when something goes wrong?

Suppose a flight is canceled. Otonoma identifies the downstream impact (a missed meeting, a stranded car pickup, a hotel check-in that no longer lines up) and orchestrates whichever mix of supplier APIs, human advisors, and AI agents can resolve it fastest, working in the background within the time available. The traveler stays informed through their channel of choice and hears what has been taken care of and what else is recommended.

Q4. Is AI making decisions on travelers' behalf? How are errors prevented?

Otonoma does not rely on probabilistic large language models to execute actions. Traveler workflows compile into deterministic goal trees that run the same way every time, in milliseconds, at near-zero cost. Guardrails define what each agent can do, and edge cases are escalated to trusted human experts.

Q5. Does this replace a company's travel management company (TMC) or booking tool?

No. The network overlays existing travel systems, with no rip-and-replace and no new app for the traveler. Traxo continues to capture bookings made through TMCs, online booking tools, and supplier-direct channels, and TMC advisors can help resolve disruptions alongside supplier systems and AI agents.

Q6. How is traveler data protected?

Traxo has completed a SOC 2 Type II audit, encrypts all data in transit (TLS 1.2 or higher) and at rest, and never stores or receives payment card information. Booking data flows to Otonoma only after the client organization authorizes the connection. Within Otonoma's network, each provider participates as a node that controls its own data and relationships.

Q7. How can companies participate, and what does it cost?

Traxo and Otonoma are accepting a limited number of corporate travel programs into a complimentary pilot now, ahead of general availability in Q4 2026 through the Traxo Marketplace and other channels. Existing Traxo clients activate the Otonoma connection with a single authorization and no IT work. Other organizations can begin capturing bookings within hours of a standard Traxo deployment