



Travel & Hospitality Technology

Market Update | March 2024

Travel & Hospitality Tech Market Update

The travel & hospitality tech market gained momentum in 2023; with travel volumes at or above all-time highs and accelerating investment activity heading into 2024, we expect this strength to continue in the coming year.

- The travel & hospitality tech sector saw a **significant increase in both capital investment and M&A activity in 2023**, with transaction volume near a five-year high.
 - o Deal activity accelerated throughout 2023, with ~250 financings and ~110 M&A transactions announced over the course of the year.
 - o **Momentum has continued in 2024**, with multiple M&A transactions (Vision-Box/Amadeus, Above Property Services/IBS Software, UpListing/AirDNA) and growth financings (Mews, TravelPerk, RMS Cloud) announced since the start of the year.





- Global travel volumes surpassed 2019 levels and are **forecasted to increase to ~\$2.1 trillion in 2024E**,⁽³⁾ driven by strength in consumer spending, shifting consumer preferences toward experiences over things, and progression toward a "return to normal" for business travelers.
 - o Hotel RevPAR continues to increase, driven by strong ADRs and improving occupancy rates across all chain scales.
 - o Airline passenger revenue reached an all-time high in 2023, with airlines seeing tailwinds from increased passenger volumes and sustained growth in ancillary revenues.
- There is a **significant opportunity for further tech adoption across the travel & hospitality sector** as innovative solutions enable operators to maximize revenue, improve efficiency, and surpass guest expectations.

Sources: PitchBook, company filings, company websites, and company press releases.



⁽¹⁾ Deal values represent enterprise values.

⁽²⁾ Converted to USD based on FX rate as of announcement date.

Attractive Market Dynamics Driving Travel & Hospitality Tech Investment

Investor interest is growing in the travel & hospitality sector, driven by strong financial recovery, a shift towards technology and automation, and changing consumer preferences.

Massive Market



- The travel & hospitality market has surpassed 2019 levels and shows no signs of slowing down, driven by resilient consumer spending and continued progression toward a "return to normal" for business travel.
- In 2024, revenue across air travel, hotels, vacation rentals, OTAs, and cruises is expected to reach more than \$2.1 trillion.(1)

~\$715B

2024E Global Airline Passenger Revenue⁽¹⁾ ~\$1,050B

2024E Global Hotel Room Revenue(1)

~\$175B

2024E Global STR Gross Bookings⁽¹⁾

Digital Transformation



- As operators face continued challenges of low workforce retention and a persistently tight labor market, employee engagement and operational efficiency are paramount to delivering high-quality guest experiences.
- Hospitality providers are accelerating the adoption of both front-office and back-office solutions to streamline operations, improve retention, and maximize revenue.

93%

Hospitality Workforce Turnover in 2022⁽²⁾

150%

Increase in Time to Fill Job Openings in 2023 vs. 2011⁽¹⁾

Changing Consumer Preferences



- There is a global shift of consumer spending toward experiences over things, most notably among Millennials and Gen Z.
- The trend of "revenge travel" in recent years has persisted as **leisure travel** remains a top-priority for consumers, driving continued growth in global travel volume.

65%

Millennial and Gen Z Prefer Experiences Over Things⁽³⁾

+20%

2023 Growth in U.S. Consumer Travel Spending⁽³⁾

Highly Fragmented Market



- The massive addressable market for travel & hospitality technology has created a fragmented landscape of innovative point solutions that is ripe for consolidation.
- Large public players and sponsor-backed platforms continue to make strategic acquisitions to further build out end-to-end solutions.

Leading Strategic Consolidators

















- (1) McKinsey and Co., "The promise of travel in the age of AI."
- (2) U.S. Bureau of Labor Statistics.

(3) Mastercard Economics Institute. Reflects Q3 2023 YTD growth in spending on air travel, cruises, and accommodations.

Improving Macro Environment Driving Outsized Public Market Performance

Fueled by continued improvement in global travel volume and rebound of technology valuations, travel & hospitality tech stocks significantly outperformed major indices in 2023.

 Houlihan Lokey's travel & hospitality tech index outperformed all major indices in 2023, increasing 52%, but has lagged the S&P 500 and the Nasdaq in the LTM period.

2023 Performance





LTM Feb-24 Performance





Source: S&P Capital IQ as of February 29, 2024.

(1) Includes all companies shown on pages 15 and 16 except for Global Hospitality Brands and Airlines and is weighted on a market-capitalization basis.

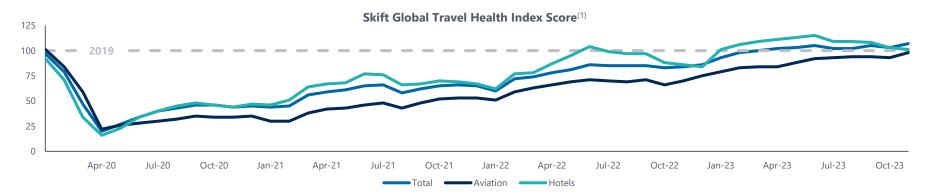
Multiple Factors Driving Optimism in Travel & Hospitality for 2024

Global travel has surpassed 2019 levels and is expected to continue to increase, driven by shifting consumer spending habits and business travel outlook trending positively into 2024.

1

Global Travel Index Showing Strong Momentum

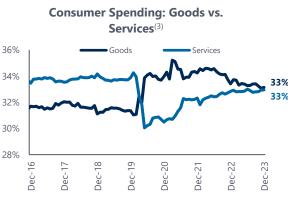
Continued increase in global travel volumes and improving business travel outlook setting up strong growth in 2024.



Consumer Spending Continuing Trend Toward Experiences Over Things

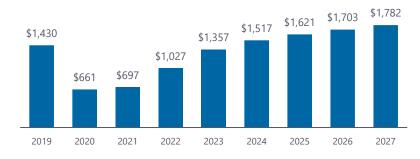
The shift in consumer spending habits, particularly among high-income households, is driving the favorable outlook for leisure travel

Leisure travel is **the highest** 30% **priority purchase for highincome households**, which account for 75% of spending on air travel.⁽²⁾



Business Travel Expected to Exceed 2019 Levels in 2024 With Continued Forecasted Growth





- (1) Skift Travel Health Index as of November 30, 2023.
- (2) Ruhinson Research

- (3) Bureau of Economic Analysis. Services excludes housing and healthcare.
- (4) GBTA, Rockport Analytics. August 2023.

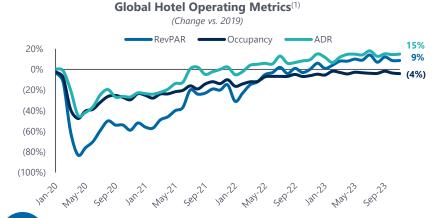
Key Subsegment Trends: Hotels

RevPAR and ADR have surpassed pre-pandemic levels, and occupancy, room pipelines, and non-luxury pricing have returned to historical averages.

Global Hotel RevPAR Growth Led by Increased ADR; Occupancy Trending Higher Heading Into 2024

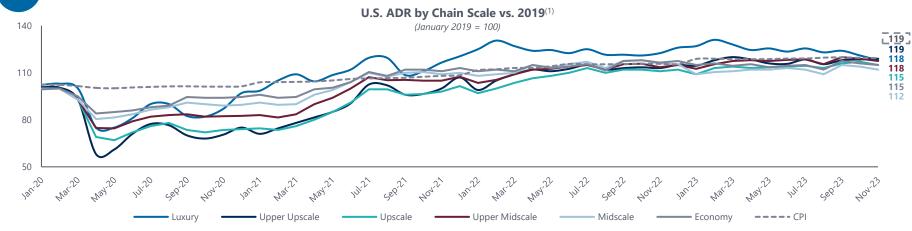
Hotel Room Pipeline Trend Reversed in Q4 2023, Rebounding In Line With Three-Year Average

Global Hotel Room Pipeline (M)(1)





3 Luxury Segment Showing Strong Pricing Power While Other Chain Scales Return In Line With CPI

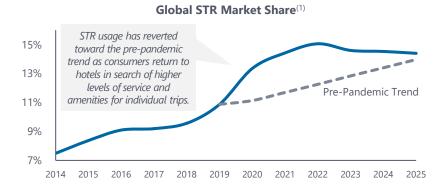


(1) STR as of November 2023, Skift Research.

Key Subsegment Trends: Short-Term Rentals

As short-term rental market share approaches its pre-pandemic trend, bookings are becoming increasingly concentrated among the three largest players, who are seeing a supply shift towards larger properties.

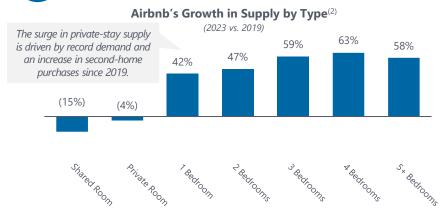
Global STR Market Share Approaching Pre-Pandemic Trend

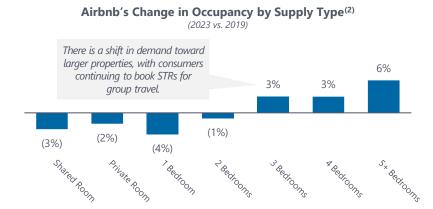


STR Bookings Concentration Increasing as Top Three Players Exceed 60% Market Share in 2023



Short-Term Rental Supply and Demand Shifting Toward Larger Properties as Consumers Return to Hotels





- (1) Skift Research estimates.
- (2) AirDNA, Bernstein Research, Skift Research.

Key Subsegment Trends: Aviation

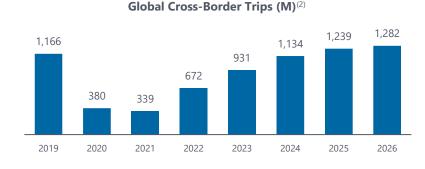
The global airline market is accelerating with passenger revenues reaching all-time highs, international travel improving, and positive leading indicators for capacity expansion.

Global Airline Passenger Revenue Reached All-Time High in 2023



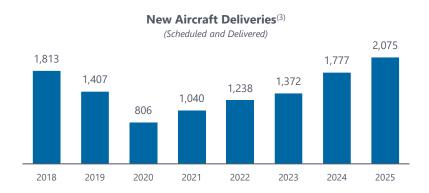


International Travel Lagging but Approaching 2019 Levels Globally in 2024



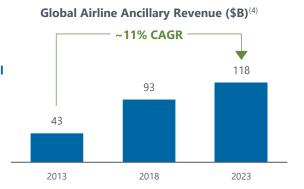
■ Total Market Share of Airbnb, Vrbo, and Booking.com

Record Aircraft Deliveries Alleviating Capacity Challenges in 2024



Airline Ancillary Revenues Continue to Increase as Airlines Modernize Retailing

Since 2013, ancillary revenues have grown at a ~11% CAGR, versus ~2% for global passenger revenue, driven by increased focus on driving direct bookings through adoption of NDC and retailing technology.

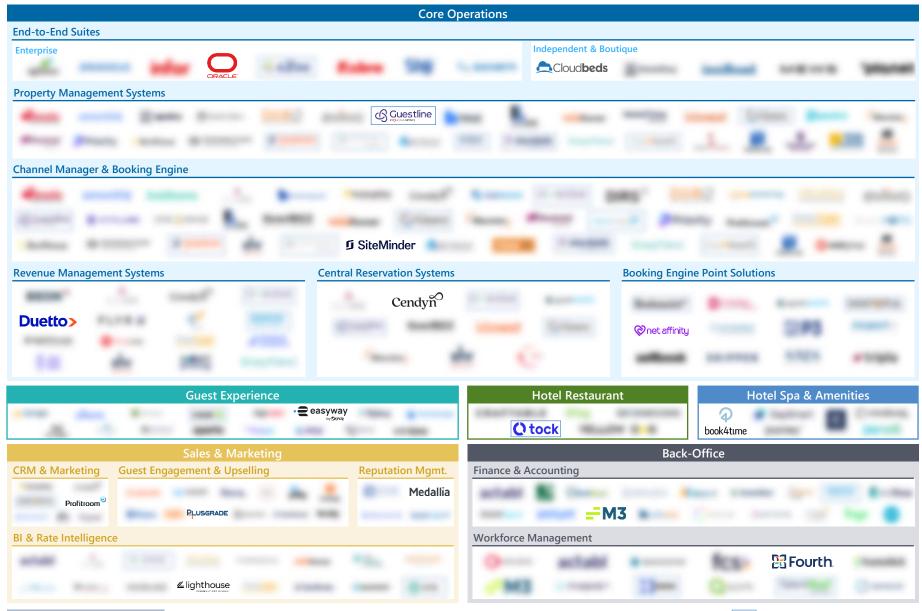


- (1) IATA, Skift Research. Data as of December 2023.
- (2) UNWTO, IMF, Skift Research estimates. Data as of December 2023.

- Global Outlook for Air Transport, IATA. Data as of December 2023.
- (4) 2023 CarTrawler Yearbook of Ancillary Revenue by IdeaWorksCompany. Data as of September 2023.

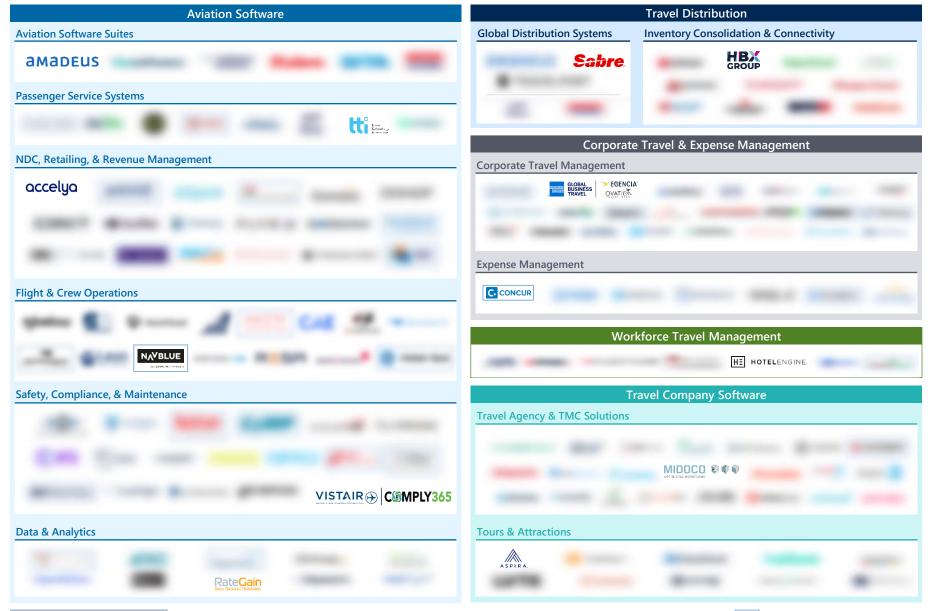
Hotel Software Landscape

To view the full market map, please contact: Pat.Hagerty@HL.com



Aviation Software and B2B Tech Landscape

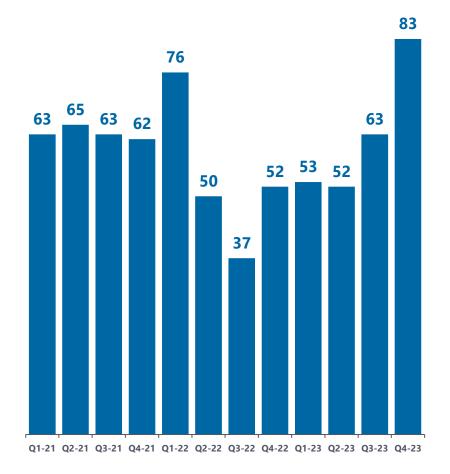
To view the full market map, please contact: Pat.Hagerty@HL.com



Travel & Hospitality Tech Financing Dashboard

Travel & Hospitality Tech Financing Activity

• Financing activity accelerated in 2023, rebounding from 2022 lows to reach a multi-year high in Q4 2023.



Selected Recent Travel & Hospitality Tech Financings

(\$M)

Date	Company	Selected Investor(s)	Equity Invested	Funding Raised to Date	Latest Reported Valuation
3/4	MEWS	Goldman Sachs	\$110	\$337	\$1,200
2/7	RMS	ADVENT	N/A	N/A	N/A
1/23	TravelPerk	SoftBank	\$104	\$514	\$1,400
1/11	Overmoon	N∫X ©CAMBER CREEK khosla ventures	\$40	\$80	N/A
12/12	stay ntouch	SIXTH STREET GROWTH	\$48	N/A	N/A
12/4	TRAVELPORT	ELLIOTT DECM	\$570	\$1,990 ⁽¹⁾	N/A
11/9	ROLLER	INSIGHT PARTNERS	\$50	\$79	N/A
10/16	lanes 🏏 & planes	SMASHCAPITAL	\$35	\$45	N/A
10/4	travelsoft	CAPZA	N/A	N/A	N/A
7/10	HyperGuest	Lightspeed	\$23	\$43	N/A

Sources: PitchBook, CB Insights, company filings, company websites, and company press releases. (1) Reflects equity and debt financing raised since 2019 public-to-private transaction.

Highlighted Travel & Hospitality Tech Financings

SoftBank has invested in TravelPerk. | Announced January 23, 2024



Investment From



- TravelPerk is a business travel management platform focused on small-to-medium businesses. The company provides an all-in-one platform for companies to book, manage, report, and support business travel.
- TravelPerk plans to use the investment to add new inventory capabilities to its platform, launch new business travel services, and expand Al automation.
- The \$104 million investment was led by SoftBank with participation from existing investors, including Kinnevik and Felix Capital. The round is an extension of the \$115 million Series D-1 raised in January 2022, led by General Catalyst.

TravelPerk Profile:

- Founded in 2015
- ~\$220M Series D-1⁽¹⁾
- \$1.4B Post-Money Valuation
- 1,200+ Employees
- Barcelona, Spain

Sixth Street Growth has invested in Stayntouch. | Announced December 12, 2023



Investment From



- Stayntouch is a leading provider of cloud PMS solutions for hotels. The company enables hotels to streamline
 operations and connect front- and back-office functions, including reservations, front desk operations, payments,
 revenue management and reporting, and multi-property management.
- The funds will be used to expand Stayntouch's PMS and payment offerings, accelerate customer acquisition, and maintain strong customer service to independent hotels, management companies, and hotel chains.
- Sixth Street Growth, the technology growth investing arm of Sixth Street, was the sole investor in the round, which follows MCR's 2020 acquisition of Stayntouch for \$46 million.

Stayntouch Profile:

- Founded in 2012
 - \$48M Financing
- 105+ Employees
- Bethesda, Maryland

A consortium of investors has invested in Travelport. | Announced December 4, 2023



Investment From





- Travelport is a global provider of distribution, payments, and technology solutions for the travel and tourism
 industry. The company's solutions power bookings for hundreds of thousands of travel suppliers worldwide.
- The funds will be used to reduce debt, enabling the company to accelerate new developments in Travelport+, including support for a wide range of carrier NDC offerings and the Content Curation Layer.
- The \$570 million equity financing includes participation from Travelport's existing equity and credit investors, including Elliott Investment Management, Davidson Kempner Capital Management, Canyon Partners, Siris Capital, and others.

Travelport Profile:

- Founded in 1971
- \$570M Financing
- 4,000+ Employees
- Langley, United Kingdom

Capza has invested in Travelsoft. | Announced October 4, 2023



Investment From



- Travelsoft is a provider of software platforms for travel professionals. The company automates more than €5 billion of bookings annually across its three platforms: Orchestra, Traffics, and Travel Compositor.
- CAPZA's investment will enable Travelsoft to continue to consolidate the leisure travel tech industry through its
 active external growth strategy.
- The investment gives CAPZA a minority ownership stake alongside Christian Sabbagh and the founders of Traffics and Travel Compositor. Following this transaction, Christian Sabbagh maintains more than 70% ownership.

Travelsoft Profile:

- Founded in 2000
- 200+ Employees
- Paris, France

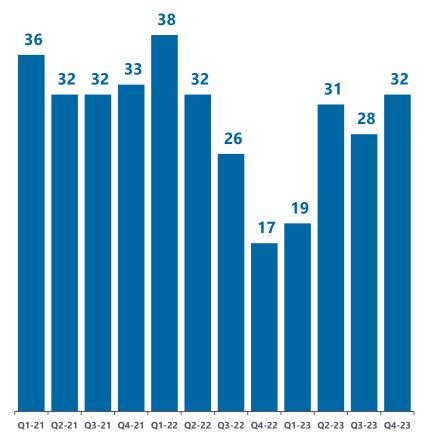
Sources: PitchBook, company filings, company websites, and company press releases.
(1) Includes \$115 million Series D-1 announced in January 2022.



Travel & Hospitality Tech M&A Deal Dashboard

Travel & Hospitality Tech M&A Activity

- M&A activity increased compared to 2022, with volumes picking up throughout the year and peaking in Q4 2024.
- Momentum has continued in 2024, with multiple significant transactions already announced since the start of the year.



Note: Globe denotes a Houlihan Lokey transaction.

Sources: PitchBook, CB Insights, company filings, company websites, and company press releases.

(1) Converted to USD based on FX rate as of announcement date. Transaction pending.

Selected Recent Travel & Hospitality Tech M&A Transactions

(\$M)

Announced Date	Acquirer	Target	Enterprise Value
3/4	GENERAL ATLANTIC	PLUSGRADE	N/A
3/1	LDC 🎢	15below	N/A
2/14	∠lighthouse FORMERY OTA INSIGHT SPECTRUM EQUITY	§ stardekk	N/A
1/31	amadeus	vision-box	\$347 ⁽¹⁾
1/23	PSG	Visit group	N/A
1/16	ibssoftware	PONTANGLIMITESCTTCHOSOCY	\$90
1/9	VISDNV	⇔ uplisting	N/A
11/6	▼ VR Equitypartner	MIDOCO © © ©	N/A
10/31	COMPLY365 INSIGHT PARTNERS ALIBERTY HALL CARACTERS	VISTAIR	N/A
10/10	CENDYN AKKR (PPC ***	₹PUSH Tech [™]	N/A
7/28	OAG VITRŪVIAN	INFARE	\$500 ⁽²⁾
7/13	% 5epteo ≭Hg	sequoiasoft	N/A

⁽²⁾ Vitruvian Partners made a follow-on investment in OAG as part of the transaction, which values the combined company at \$500 million.

Highlighted Travel & Hospitality Tech M&A Transactions

Uplisting has been acquired by AirDNA, a portfolio company of Alpine Investors. | Announced January 9, 2024



Acquired by



- Uplisting is a vacation rental and channel management software platform that allows short-term rental property managers and owners to manage bookings, message guests, and automate tasks across multiple listing sites.
- AirDNA, a portfolio company of Alpine Investors, is a leading provider of short-term rental data, insights, and analytics to short-term renter investors and owners.
- The acquisition represents a significant expansion of AirDNA's product suite as the company aims to develop a comprehensive, one-stop solution for investors and operators of short-term rental properties.
- AirDNA previously acquired Arrivalist, a location intelligence platform, in July 2023.

Uplisting Profile:

- Founded in 2016
- 25+ Employees
- Otley, United Kingdom

Midoco has been acquired by VR Equitypartner. | Announced November 6, 2023



Acquired by



- Midoco is a leading provider of mid-office and profile management software for the travel industry in DACH (Germany, Austria, Switzerland) and other international markets. More than 25,000 users, including travel agencies and tour operators, leverage Midoco to process over €13 billion of travel volume annually.
- VR Equitypartner and the Midoco management team expect to continue the company's track record of buyand-build acquisitions in the coming years.
- VR Equitypartner acquired Midoco from LEA Partners, which previously acquired the company in 2019. Houlihan Lokey acted as the exclusive financial advisor to LEA Partners on the sale.

Midoco Profile:



- 60+ Employees
- Hilden, Germany

Vistair has merged with Comply365, a portfolio company of Insight Partners and Liberty Hall Capital Partners. | Announced October 31, 2023

VISTAIR

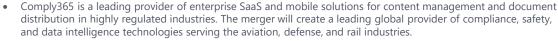
Merged With







 Vistair is a leading provider of operational data management software for aviation technical publications, safety, and regulatory content.



Insight Partners has joined Liberty Hall, Comply365's controlling shareholder, as an equal investor in the business. Houlihan Lokey acted as the exclusive financial advisor to Vistair in connection with the transaction.

Vistair Profile:

- Founded in 2001
- 160+ Employees
- Bristol, United Kingdom

PUSHTech has been acquired by Cendyn, a portfolio company of Accel-KKR. | Announced October 10, 2023,



Acquired by





- PUSHTech is a cloud-based customer data platform (CDP) and CRM platform for the hospitality industry. The company's platform provides marketing automation, guest journey automation, and sales CRM.
- The acquisition will expand Cendyn's sales and marketing CRM capabilities, empowering hoteliers to build stronger relationships with their quests while driving profitable revenue.
- The transaction represents Cendyn's second acquisition of 2023, following its acquisition of WIHP in August 2023.

PUSHTech Profile:

- Founded in 2014
- 50+ Employees
- Barcelona, Spain

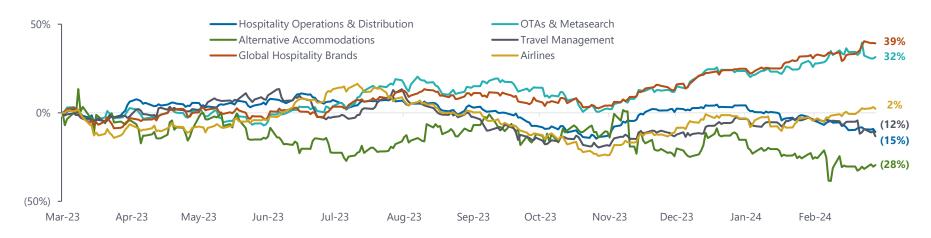
Note: Globe denotes a Houlihan Lokey transaction.

Sources: PitchBook, company filings, company websites, and company press releases.



Travel & Hospitality Tech Public Trading Metrics

LTM Share Price Performance



Public Travel & Hospitality Tech Ecosystem



Source: S&P Capital IQ as of February 29, 2024.

Travel & Hospitality Tech Public Trading Metrics (cont.)

Enterprise Value/2024E Revenue

2.7x 2.2x 1.7x 0.6x

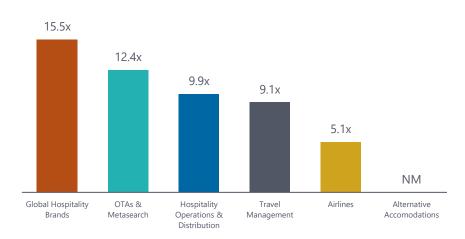
Alternative

Accomodations

Travel

Management

Enterprise Value/2024E EBITDA



Public Travel & Hospitality Tech Ecosystem

OTAs &

Metasearch

Global Hospitality

Brands



Hospitality

Operations &

Distribution





2024E Revenue/2024E EBITDA Multiple

Airlines







Note: Multiples shown represent median value of sector group and exclude multiples > 30x or < 0x. Source: S&P Capital IQ as of February 29, 2024.

Highly Active Global Travel & Hospitality Tech Team

U.S. Travel & Hospitality Tech



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Leader in Travel & Hospitality Tech Advisory





















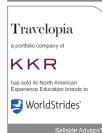












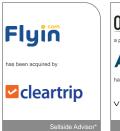
















Tombstones included herein represent transactions closed from 2016 forward.

Selected transactions were executed by Houlihan Lokey professionals while at other firms acquired by Houlihan Lokey or by professionals from a Houlihan Lokey joint venture company.

Fully Integrated, Global Travel & Hospitality Technology Team

Combination of hands-on senior leadership, deep industry knowledge, and relationships across the travel & hospitality sector.

Unique Blend of Travel & Hospitality Technology Expertise



Chris Gough *Managing Director*



Kevin Walsh *Managing Director*



Pat Hagerty *Vice President*



Bruce Chanenchuk
Vice President



a portfolio company of

LEA

also the state of the state









Sascha Pfeiffer Head of European Technology



Raymond Fröjd *Managing Director*



James Craven
Managing Director



Sam Fuller *Managing Director*













Tom Barnard

Director



Avalon de Paravicini *Senior Vice President*



James Grundy
Vice President











Global, Fully Integrated Technology Team



Phil AdamsGlobal Head of
Tech



Todd Carter Chairman of Global Tech



Jason Hill Co-Head of U.S. Technology



John Lambros Co-Head of U.S. Technology



Shane Kaiser Managing Director



Vikram Pandit Managing Director



Josh Wepman *Managing Director*



Dominic Orsini *Managing Director*



Tim Larsen Global Co-Head of Consumer, Food & Retail Group



Alex Grünwald Global Co-Head of Consumer, Food & Retail Group

Tombstones included herein represent transactions closed from 2019 forward.

*Selected transactions were executed by Houlihan Lokey professionals while at other firms acquired by Houlihan Lokey or by professionals from a Houlihan Lokey joint venture company.

A Global Leader in Technology Advisory

Partner-Led Approach

Providing unbiased, insightful advice in the best interest of our clients, Houlihan Lokey will have **significant senior resources dedicated** to guiding clients.

Key Facts and Figures



36

LOCATIONS WORLDWIDE ~2,000

TOTAL FINANCIAL PROFESSIONALS

312

MANAGING DIRECTORS(1) 2,000+

CLIENTS SERVED
ANNUALLY

\$8.8B

MARKET CAPITALIZATION(2)

\$1.8B

REVENUE(3)

Expertise in High-Growth Technology Sectors

Significant experience and expertise across vertical and horizontal business management software, HCM, property tech, tech-enabled services, UCaaS, industrial tech, data and analytics, FinTech, adtech, and cyber.

2023 M&A Advisory Rankings All Global Technology Transactions						
	Advisor	Deals				
1	Houlihan Lokey	89				
2	Rothschild & Co	76				
3	JP Morgan	68				
4	Goldman Sachs & Co	63				
5	Morgan Stanley	59				

Source: LSEG (formerly Refinitiv). Excludes accounting firms and brokers.

Global Tech Coverage and Knowledge

Our global footprint with offices in key M&A markets in the Americas, Asia, and Europe gives us integrated coverage, while our local roots mean that we have a strong understanding of the markets we cover.

15 Technology Offices Globally

170+ Technology-Focused Financial Professionals

40+ Technology-Focused Managing Directors

Broad and Deep Investor Coverage

29 senior officers dedicated to the sponsor community in the Americas and Europe. Coverage of 1,300+ private equity firms, 300+ credit funds, and 70+ family offices.

Catalog and deal experience on financial sponsor preferences and behaviors.

Houlihan Lokey's Capital Markets Group comprises more than 90 dedicated professionals across 12 offices in six countries that raised approximately **\$14 billion** in capital during 2023.

Note: Ranking based on data provided by LSEG (formerly Refinitiv). Excludes accounting firms and brokers. (1) As of December 2023; excludes corporate MDs.

- (2) As of February 29, 2024.
- (3) LTM ended December 31, 2023.

Our Tech M&A Team Is No. 1 Globally With Unrivaled Reach

Americas

Atlanta

Baltimore Miami

Los Angeles

Minneapolis

San Francisco

Washington, D.C.

New York

São Paulo

Boston

Charlotte

Chicago

Dallas

Houston

Europe and Middle East

Amsterdam

Milan

Antwerp

Munich

Dubai

Paris

Frankfurt

Stockholm

London

Tel Aviv

Madrid

Zurich

Manchester

Asia-Pacific

Beijing

Shanghai

Fukuoka

Gurugram

Hong Kong SAR Tokyo

Mumbai

Singapore

Sydney

GLOBAL TECH M&A ADVISOR*

36 **LOCATIONS** WORLDWIDE

TECHNOLOGY FINANCIAL PROFESSIONALS

TECH MANAGING **DIRECTORS**

TECHNOLOGY DEALS IN CY 23

Local Technology Team

Houlihan Lokey's Vertical Software Research

Click on the images below to access Houlihan Lokey's recent reports.



2023 PropTech Year in Review



Field and Frontline Operations



Multi-Family Technology



Commercial Real Estate Technology



Transportation Technology

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