



TRAVELMANAGERS
personally yours

Q & A from “Dear Daisy” to Matthew Harris
TravelManagers’ Director of IT in response to “Need a
change”.

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• What concerns do agents have regarding technology when they're considering moving into home working?

A complex blend of technologies is required for a personal travel manager to successfully operate. An experienced consultant with a wealth of knowledge and skills in serving their clients' needs can find it bewildering when faced with the dizzying array of solutions available in the SOHO market place. Not dissimilar to a novice attempting to plan their first holiday on their own the travel agent setting up for the first time can be faced with many hidden costs, fees and complexity.

Concerns exist around how to provide maximum flexibility and service to customers and (with access to superb deals, both financially and for technical support); we assist our personal travel managers to overcome this challenge. Both fixed and wireless broadband solutions are available, at specially negotiated rates, for connectivity. We facilitate the purchase of a new notebook for the personal travel manager. However, where they own existing equipment they are able to use this too. Our two main applications are the Tramada accounting system for front and mid office which integrates superbly with the Amadeus GDS. For fares management we use the Consolidated Quikfares solution in conjunction with our very highly regarded in-house ticketing team. We have both VoIP and traditional telephone arrangements available and some very competitive rates in regard to mobile telephones including the ability to access their emails from their phone. To facilitate the handling of faxes we offer the ability to both send and receive faxes via email. A range of accessories are also available such as an all in one printer which acts as scanner, photocopier and colour printer. Large widescreens can be used in conjunction with their notebook, which improves efficiency, and we can also provide very ergonomically comfortable and convenient wireless keyboards and mice.



Matthew Harris

• If an agent wants to move into home working and is choosing between agencies, why should they choose yours? What are your points of difference in terms of the technology you use?

TravelManagers is unique in its choice of technology which has been proven in the Australian travel industry on a very large scale both with home working and in the mainstream. With our large number of TravelManagers we also service their need for a variety of working styles by allowing them to choose as much or as little of our technology offerings. Our accounting system, Tramada, provides the personal travel manager with complete visibility and control of their clients and bookings. At any stage they can see complete details or look at a very large range of reports that cover all their bookings. In particular they have full visibility at all times as to what commissions are due to them. We also provide personalised reports that benchmark their performance on a wide range of criteria. Tramada is a system that has over 3,500 travel agents log into it each day and our members benefit from that broad level of investment.

Our technology offerings also include CRM capabilities around web pages, email newsletters and customer reports which automate much of the work for the personal travel manager. Our Intranet is highly regarded by the large number of existing personal travel managers and was designed specifically for them and the Australian market place. We use our Intranet to provide a community of knowledge for our personal travel managers in which they can interact with each other and access our suppliers. The intranet contains a comprehensive supplier database and destination guide. Also available on the Intranet is an extensive operations manual which has received constant improvements over the years in conjunction with our Australian personal travel managers to suit the local marketplace and their needs.

As well as our past successes we have an eye for the future and will be co-ordinating with our colleagues in House of Travel to ensure that our Australian personal travel managers' benefit from the technological superiority House of Travel holds in the NZ marketplace. Not only can TravelManagers benefit from those existing technologies which are sensible to transfer across but also share in the benefits of the significant future investments that such a dominating company can afford to make.

• How about training and support? How are you using technology to help your consultants become better equipped and more confident in their jobs?

TravelManagers uses a blend of technologies to provide a superior result to our Australian personal travel managers. Rather than a one size fits all worldwide solution we choose proven technology solutions that have achieved success in the technology and travel industries, both mainstream and remote agents within Australia.

We use Genesys technology to provide national meetings for our personal travel managers that allows them to communicate as a group whilst viewing a common screen, use web cameras and traditional

telephone conferencing capabilities simultaneously. Control can be delegated to any participant of the meeting allowing for a common sharing of knowledge and experiences. This is proven technology which has seen wide success in many industries and marketplaces.

To provide support in a one on one scenario we use Go To Assist which is an 'award winning product' allowing us to share the personal travel managers desktop to assist them with the "how do I!" and "this isn't working" scenarios.

Our Intranet is a very popular system for our TravelManagers and in addition to the large amounts of information provided to them already in regards to regions, suppliers, operational procedures, contact information, it includes news items in relation to the company, Australian travel industry and worldwide. To facilitate even more assistance though we have a community discussion area that allows our personal travel managers to communicate with each other on a group wide scale. Due to the experiences, professionalism and skills of our large base of travel agents they are able to share their insights with each other. A single question can receive several responses and suggestions within hours that are formed from an Australian point of view.

• How does the technology you've implemented cater for the Australian market?

We only use industry standard solutions already used within the Australian market place, both home based and mainstream, such as our Tramada accounting system which was built in and for the Australian market place and works seamlessly with our GDS partner Amadeus and our payments provider Money Direct, also a locally born product. Both the content within our Intranet and its underlying technology were developed locally here in Australia. Our weekly newsletter solution, email faxing and telecommunication packages are all locally born and bred solutions.

• Give an example of your best technology function.

Our best technology is our community based discussion group on our Intranet. It functions so well not just because of its technology but because we have such a large, professional and highly skilled group of Australian personal travel managers contributing to it.

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