



TRAVELMANAGERS

personally yours

TravelManagers offers SME's an unique business travel solution

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The number of personal travel managers servicing corporate travel clients is a significant and growing portion of TravelManagers' business mix. Many of these clients are noticing flexibility and productivity gains as a result of having a dedicated virtual implant.

Mandy Scotney executive general manager retail for House of Travel (TravelManagers' parent company) says the elimination of real estate and constant improvements in-house technology has helped to generate savings that keeps the costs to buyers down.

"In order to realize these savings however, there is an initial costly upfront investment to set up the essential remote support services required for a virtual implant. TravelManagers has made this investment on behalf of its personal travel managers ensuring delivery of corporate solutions for travel consultants wishing to work remotely."



TravelManagers is a minor shareholder in CT Partners and a member of Radius, one of the world's largest travel management companies. This relationship ensures competitive corporate pricing and global support. It also ensures that combined with critical ongoing investment in new telecommunications platforms, standardization of agent reservation processes and service gains, the TravelManagers' value proposition is enhanced. Furthermore it ensures TravelManagers corporate clients receive the highest levels of personal service now being delivered by the company's virtual implants.

TravelManagers is to undergo further mid-office and back-end system upgrades over the next year. This will result in personal travel managers who are currently routing through a central server, having their access enhanced so that they have even greater access to TravelManagers' reservations and booking systems and customized client reporting.

While the TravelManagers' business model has obvious appeal to experienced travel consultants, because of increased earning potential and the petrol and time savings, subsequently it is proving successful in attracting experienced consultants who prefer to work virtually.

Scotney says TravelManagers' long-term approach and strategy for this market will ensure new service standards, performance tracking and reporting of this data are constantly on the radar.

"We recognize the special needs businesses require and we will ensure we are consistently reviewing and meeting the needs of our corporate clients in the long-term."

Scotney believes that while it may not be transparent to a client where a personal travel manager is servicing them from, a critical component of winning and retaining corporate business is a combination of strong relationships, access to competitive product and the right systems, tools and processes to consistently deliver exceptional service levels each and every time.

"What a travel buyer wants these days is a seamless reservation process and a commitment to service. The feedback from our SME clients is that by working with a personal travel manager they get the best of both worlds – a personal relationship with a consultant who cares and high level technology to deliver a seamless reservation process."

CONTACT

Tel: 1800 019 599 Email: info@travelmanagers.com.au

<http://join.travelmanagers.com.au/>

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