

It is easy to get caught up in the day to day routine of running your agency. From time to time it is beneficial to take a step back and reevaluate the way you are doing business.

Now more than ever it is important to ensure that your staff is working in the most productive and efficient manner possible. A dedicated team of individuals is available to help you with just such a need – **Travelport Consulting Services**. Learn how you can reduce costs and realize revenue from productivity gains.

Our 4 services enable us to offer customizable options to meet your business needs. We understand that your business objectives are unique. Your business goals are considered throughout our interaction with you.

CONSULTING SERVICES PROGRAM OFFERINGS

Systems Assessment:

This customizable service provides an in-depth analysis of your agency including:

- Various remote and onsite data collection methods and tools
- Travel counselors' Skills and Knowledge Appraisal
- Onsite observation of your travel counselors and support staff
- Evaluation of your agency's Business Workflow
- Reduce or eliminate manual tasks to increase productivity
- Incorporation of your agency's operational needs and challenges in the formulation of the written recommendations document.
- Recommendations may be provided in multiple focus areas
- An in-depth onsite follow up meeting to discuss opportunities for efficiency and productivity gains.

Immediate Care Evaluation:

A customizable onsite service

- Evaluation of your agency's use of Automation and Reservations & Ticketing Tools.
- Examination of your agency's Business Workflow
- Onsite observation of your Travel counselors' GDS skills
- Focused analysis of a specific area of the travel organization
- Immediate recommendations for efficiency or cost savings ideas presented at the end of the onsite visit

Productivity Appraisal:

A structured, low-cost offsite service:

- Evaluation of your agency's use of Automation and Reservations & Ticketing Tools.
- Travel counselors' Skills and Knowledge Appraisal.
- Written report provides a 'snapshot' of your agency's use of GDS automation
- Telephone conversation to review high level findings

Attachment Appraisal:

A no cost offsite service which determines if there are areas for improvement for your agency if you desire to increase your car, hotel or leisure bookings.

- Travel counselors' Skills and Knowledge Appraisal for cars, hotels, tours, cruises and sales techniques
- Analysis of your agency's booking trends
- Recommendations presented in a document which will assist agencies in growing their utilization figures.

Summary of services:

| Component | Systems Assessment | Immediate Care Evaluation | Productivity Appraisal | Attachment Appraisal |
|--------------------------------------|--|---------------------------|--|-------------------------------------|
| Agent Skills and Knowledge appraisal | Apollo, Viewpoint, Focalpoint, Worldspan | | Apollo, Viewpoint, Focalpoint, Worldspan | Car, Hotel, Tour, Cruise, and Sales |
| Remote data collection | ✓ | | ✓ | ✓ |
| Onsite Observation | ✓ | ✓ | | |
| Business Workflow | ✓ | ✓ | | |
| Cost Benefit Analysis | ✓ | | | |
| Formal Document | ✓ | | ✓ | ✓ |

WHAT IS INVOLVED?

A Consulting Services consultant will be dedicated to your agency. Depending on which service you elect to use, your staff may be asked to participate in a written survey and the Skills and Knowledge Appraisal. We do all the rest!

WHAT ARE THE RESULTS?

You will receive recommendations that outline what steps you can take to re-tool and improve your operation. Whether your agency has the manpower to implement the recommendations or need assistance from Travelport, we want to partner with you. The results are directly proportional to the number of recommendations you implement!

These services are another example of Travelport **adding value to increase your profitability.**

It takes an objective person who understands the travel industry and your automation needs to provide meaningful recommendations. Travelport Consulting Services can help!

Should you have any questions or desire to initiate the service, please contact us via the Consulting.Services@travelport.com mailbox.