

Travelport's focus on technology wins customer confidence

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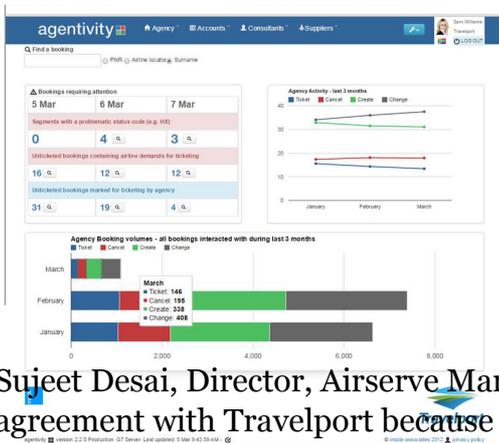
Travelport (NYSE:TVPT), a leading Travel Commerce Platform providing distribution, technology, payment and other solutions for the global travel and tourism industry, announces the successful contract renewal of six of its agency partners in Singapore and Malaysia. Travelport attributes its success at customer retention to its focus on constant innovation and technology refinement.

In recent months, Travelport has successfully renewed multi-year contracts with six agencies in Singapore and Malaysia. These agencies attributed satisfaction with the various technology improvements to its platform as the main reason for staying on with Travelport. These agencies include Reliance, Miri Borneo, Smart Travel, and Lintas Travel in Malaysia, as well as, Airserve Marine and Aviation Services in Singapore.

In the last 3 years, Travelport has invested some USD500 million into developing and refining various aspects of its Travel Commerce Platform technology. These included refinements to its flagship Smartpoint agency point-of-sale solution such as a user-friendly point-and-click environment and more importantly revenue enhancing improvements like a single booking workflow to sell not only airfares but also ancillaries as well as non-air travel products such as hotels, cars, rail, cruises and even local attractions.

[Business Intelligence suite Agentivity was a significant draw for agency renewals with Travelport.jpg](#)

Apart from developing its own technologies, Travelport also works with strategic technology partners such as the



Inside Group to offer the agency business intelligence solution – Agentivity. Designed specifically for travel agencies, Agentivity provides travel agencies with instant web-based access to actionable insights on all aspects of their business, including daily operations, booking trends, additional revenue opportunities, emergency notifications, individual consultant productivity and much more.

Subject Desai, Director, Airserve Marine, said: “We decided to sign on for a longer term agreement with Travelport because we are convinced by Travelport’s commitment in creating the best Travel Commerce Platform to support our business objectives. We have upgraded all our workstations to the latest version of Smartpoint. To further enhance our operational efficiency and leverage all opportunities to grow revenues, we have also subscribed to Agentivity.”

Smart Travel, a Malaysian Government Panel agency, was convinced by the productivity tools offered by Travelport. Julaila bt Mohd Yussof, Ticketing Manager, remarked: “The eCard MBOS proved highly effective in streamlining our mid-office workflow and generating customised reports, while the Travelport Mobile Agent solution gave our staff in the field the flexibility of full access to the Travelport platform anywhere, anytime.”

Agentivity was also a key deciding factor for Lintas Travel, an agency that straddles both the B2B and B2C segments. Mazlina bt Zain, Managing Director, said: “The transparency that Agentivity gives us on our transactions with key suppliers and corporate clients as well as our individual staff performance will give us valuable business intelligence when deciding our strategies and marketing plans.”

Mark Meehan, Managing Director, Asia Pacific, reinforces Travelport’s commitment to its agency partners: “We are constantly innovating to add new value for our agency partners, be it to create a more efficient workflow or to create new opportunities to grow revenues or the many other technology improvements that we have implemented over the years. I am glad our partners have recognized our efforts and demonstrated their trust in us.”

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About Travelport

Travelport is the technology company which makes the experience of buying and managing travel continually better. It operates a travel commerce platform providing distribution, technology, payment and other solutions for the global travel and tourism industry. The company facilitates travel commerce by connecting the world’s leading travel providers with online and offline travel buyers in a proprietary business-to-business (B2B) travel platform.

Travelport has a leading position in airline merchandising, hotel content and distribution, car rental, mobile commerce and B2B payment solutions. The company also provides IT services to airlines, such as shopping, ticketing, departure control and other solutions. With net revenue of over \$2.5 billion in 2018, Travelport is headquartered in Langley, U.K., has over 3,700 employees and is represented in approximately 180 countries and territories.

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