

## TRAVELPORT HEIGHTENS INVESTMENT IN CUSTOMERS' PRODUCT AND SERVICE NEEDS

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Dedicated Digital Organisation established and new chief customer and marketing officer role created



Travelport (NYSE: TVPT), a leading Travel Commerce Platform providing distribution, technology, payment and other solutions for the global travel industry, today announces the creation of a new organization, Travelport Digital, as part of its strategic focus on the fast-growing digital economy. At the same time Travelport has appointed a Chief Customer and Marketing Officer, a newly created role that will further heighten Travelport's focus on delivering a marketing leading customer experience.]

The new Travelport Digital organization will optimise the investments that Travelport has made into various digital assets and products over the past couple of years with the aim of growing Travelport's range of digital services. The formation of the function builds on Travelport's acquisition last year of MTT, the leading provider of mobile and digital solutions to the travel industry, as well as its investment in Locomote, a corporate travel management platform. Bryan Conway, a seasoned Travelport executive has been appointed Head of Travelport Digital.

Alongside the formation of Travelport Digital, Travelport has also established a new Customer and Marketing Organisation, aimed at fulfilling Travelport's vision to redefine travel commerce and deliver a market leading customer experience. This organization will be led by Fiona Shanley, who joins from Microsoft this month. In her new role, Shanley will have overall responsibility for developing and executing a holistic product and customer services strategy as

well as leading Travelport's marketing and communications functions. A highly experienced technology and payments executive, before joining Travelport Shanley spent six years as Microsoft's COO and Market Director in Switzerland and before that established and led GE Money's credit card division in Ireland.

Both Conway and Shanley will report into Chief Commercial Officer, Stephen Shurrock, who joined Travelport from Telefonica Digital at the beginning of the year.

### **Stephen Shurrock commented:**

*"Today's announcement and new appointments are 100% focussed on meeting the evolving needs of our customers: Travelport Digital will play an important role as we look to develop a comprehensive range of digital products and services with today's ever-connected, mobile-savvy customers in mind. We know we need to do this to support the growth plans of our OTA, travel agency, corporate and travel content provider customers. Bryan is very well placed to head up this organisation as he has already been working very closely with the teams involved and has extensive knowledge and experience of the needs of today's global travel industry.*

*I am also very pleased to welcome Fiona Shanley, who I know will prove to be a fantastic addition to our commercial leadership team. Her significant experience in the technology and payments sectors, combined with her highly customer-focused approach, will serve us well as we continue to enhance our customers' experience and address their unmet needs."*

## 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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