

## Travelport powers ground breaking XLGO mobile itinerary app with new Trip Assist technology

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The sophisticated itinerary app for the XL Travel Group, XLGO, is a first in the South African market and the first to deploy Trip Assist, Travelport's new mobile technology for agencies

**Johannesburg, South Africa and Langley, UK. 10 May 2017:** [Travelport](#) (NYSE:TVPT), a leading Travel Commerce Platform and XL Travel are delighted to announce the launch of the new app for the XL Travel Group, one of the largest and most influential travel consortia in South Africa with over 160 travel agency members across both business and leisure travel.

The new app, named [XLGO](#), will help customers of XL Travel's agencies across South Africa, providing advanced mobile travel capabilities such as flexible itinerary management, real-time communications, duty of care and day of travel assistance. With the XLGO app, XL Travel agencies can build stronger relationships with travelers by providing the right experience and information at the right time in the channel they use most, the mobile channel. It provides the agencies with more opportunities to connect, support and engage end-travelers at every stage of their journey, providing a seamless, trusted and personalized mobile customer experience in line with the expectations of today's 'always-on' traveler.

The new mobile solution for agencies by Travelport Digital provides a personal digital travel concierge service through a powerful set of mobile tools - including smart itinerary management, day of travel assistance, push-notification reminders, real-time alerts and the ability to call an agent from within the app. This ensures continuous engagement throughout trips with more opportunities for the agencies to guide, influence and connect with their customers en route and for TMCs, it enables a more consumer-centric business travel experience.

A key element of the XLGO app is Travelport Engage, a flexible mobile messaging tool which delivers relevant and personalized travel updates during and after every trip. Other features of the new app include automatic itinerary updates and organized trip segments to easily navigate itineraries. Real-time assistance is always at hand, with the tap of a finger travelers are connected directly to a support agent. Together with the travel alerts powered by Travelport Engage, this ensures that a duty of care is upheld at all times. Traveler engagement is the main focus with later features planned to encourage user control via the ability to request flight changes, select preferred seating and the ability to synch trip information with personal calendars from within the app.

Speaking today, Marco Ciocchetti, CEO of the XL Travel Group stated: "The provision of sophisticated mobile services in travel is no longer an option, it has become a necessity. Business and leisure travelers no longer just want mobile technology to transform their travel experience, it is an expectation. With this in mind, the launch of the XLGO app is the first step in our new mobile strategy, with additional mobile features and functionality to be regularly

rolled out. We have exciting plans for the future of our XLGO mobile offering to further enhance the travel journey for travelers across South Africa. Selecting Travelport for our mobile solution and roadmap will enable us to lead the way when providing innovative mobile travel services in our market that make every stage of travel more efficient, seamless and enjoyable.”

Robyn Christie, General Manager at Travelport South Africa, commented: “We are delighted to launch Trip Assist with the XL Travel Group, a prominent and influential player in the South African travel industry, serving over 160 travel agencies across the region. In an increasingly smartphone-led communications world, we are committed to improving customers’ travel experiences with sophisticated mobile solutions that exploits the expertise and experience of Travelport Digital.”

Please note: Photos are available and you can view a video of the XLGO app [here](#)

## About XL Travel:

The XL Travel Group is a leading travel consortium with a membership base of 150 prominent travel agencies spread across Southern Africa. Due to its size and influence (annual sales exceeding R2.5 billion –USD 200 million) the XL Travel Group plays a pivotal and prominent role within the South African Travel and Tourism Industry, having the ability to maximise procurement benefits with major suppliers within the airline, hotel, car rental, inbound, and tour operating industries.

Members of the XL Group are therefore able to extend a wide range of cost-saving benefits to their clientele through some 900 highly trained travel counsellors. The strength of the XL Travel Group lies in its diversity, entrepreneurial spirit of its owner-managed agencies and travel management companies. This expertise ensures that the Group's procurement benefits, integrated with the entrepreneurial flair of its owner managed operations, provides both the leisure and corporate clients with the very best in service delivery and price.

The need to diversify and specialise in a changing environment is reflected in many agencies becoming specialists in travel management, cruising, destination and leisure travel, event management, trade fairs and conferencing. The group also has specialist agencies in inbound travel.

The diversity of the XL membership incorporates several of South Africa's largest and most respected leisure and travel management agencies.

## 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.

## Media Contacts

Chris Boba  
Corporate Communications Manager, EMEA

Tel: +44 (0) 1753 288 691  
Email: [chris.boba@travelport.com](mailto:chris.boba@travelport.com)

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