

Customer

Harvey World Travel

Channel

Agency

Product

Travelport Smartpoint



Streamlining the booking process

**In New Zealand, Harvey World Travel delivers a
“better booking experience” with Travelport Smartpoint**

The challenge:

For Lydia Otway, manager of Harvey World Travel Bayfair, efficiency is the name of the game. That’s why she’s always looking for new tools to streamline booking processes, bring new agents onboard more quickly and give customers a better booking experience. “Show us how it can help make us more efficient,” is her mantra.

About the participant:

Based in Mt. Maunganui, New Zealand, this agency is a 13-year-old, leisure business that serves a well-traveled clientele, primarily in the 50+ age bracket.

“Easy” is the one word
Lydia uses to describe
Travelport Smartpoint

“We immediately saw that it would take less time to train both new consultants and consultants who came to us with previous experience. . . They love the easy-to-use format.”

Lydia Otway, manager of Harvey World Travel Bayfair

The solution:

Travelport Smartpoint is an easy-to-download, point-and-click tool that enhances the Galileo Desktop for agencies using the Travelport Galileo and Travelport Apollo systems. The tool translates the complex languages of every global distribution system (GDS), reducing keystrokes for the overall booking process by up to 15 percent and up to 72 percent in ‘best fare’ searches. Travelport Smartpoint also offers calendar shopping for air, car and hotel, desktop customization options such as preferred colors, fonts, window size and layout.

Productivity plus:

Lydia and her team found numerous process improvements, even for the resistant user. “We immediately saw that it would take less time to train both new consultants and consultants who came to us with previous experience on Sabre or Amadeus. They love the easy-to-use format. From displaying all airline classes in one search on a double screen, to just having to click once to scan through dates without extra entries, the Travelport Smartpoint enhancements were great for us. There is so much easy-to-access additional information available—saves a lot of time on Google™ search! Change can be scary, but the only change we saw was how incredibly much it speeds up our processes.”



To learn more about Travelport Smartpoint, visit www.travelportsmartpoint.com or contact your Travelport representative.