



goodtravel 
management

Business travel made easy



...we exist to make
business travel better...

What we do

For over 120 years, we've been working with our customers to make managing business travel less complicated. Our friendly and personal approach to business travel sets us apart and we work in close partnership with our customers to ensure they're achieving value. Whether its expertise from a travel consultant, innovative technology to streamline the booking process or advice from our skilled account managers to save time and money, we exist to make business travel better.



Strategic account management

Our account management experts will get to know your business inside out so they can make recommendations on how you can improve your business travel programme. From consultancy on large strategic projects to the little things that make all the difference, our account managers work hard to reduce costs, add value and drive efficiencies.



Expert travel consultants

Our consultants are some of the best in the industry. With an average of 17 years' experience in business travel and lots of corporate travel qualifications, you know your travel plans are in good hands. You can book over the phone, by email or online and you'll always deal with the same people so you build great relationships.



Management information

To truly optimise a business travel programme you need data on all aspects of it. From money spent to savings missed, preferred suppliers and buying behaviour, our management information will give you essential insight into how you're performing and how you can improve.



Innovative technology

We like to combine our personal service with industry leading technology to ensure our customers' business travel programmes are as efficient as possible. From online booking tools and mobile applications to traveller tracking and travel alerts, our technology solutions are designed to complement our people based services.



Bespoke solutions

We're a flexible and agile organisation and love to create bespoke solutions for individual customers. We can integrate our solutions with various 3rd party technologies including booking tools, expense management software and other back office systems to create your ideal travel solution.





Personal Travel Team



We don't believe in call centres, so to ensure your travel team feels like part of your own organisation, our teams are small enough to deliver a personal and friendly service.



Our consultants are some of the best in the industry. With an average of 17 years' business travel experience they are fully proficient in organising published, net and inclusive tour air fares, rail tickets and hotels for our customers. Our consultants will share their knowledge and expertise to ensure you make the best choices for every booking, whatever your requirements.



How can I book?

Bookings can be made over the phone, by email or online 24 hours a day.

All reservations, whether online or offline, are supported by the travel team who review each transaction for quality purposes and will recommend an alternative rate, product or booking channel where available.



“Since moving to Good Travel Management 3 years ago, I have found working with their account manager and the team managing SGS’ business travel to be a positive and pro-active experience. They seek to enhance and maximise the value of our spend whilst being mindful of the needs and flexibility of our requirements and deliver real time savings on behalf of our business.”

Liz Nicholson, SGS International



online

GT Online is our innovative online booking tool that allows the user to simultaneously search for flights, rail and hotels, all within the control of the company's travel policy. GT Online is perfect for customers looking to drive efficiencies in their business travel booking process, yet works in complete harmony with our travel teams to provide a complete travel solution.

When travellers or travel bookers login, GT Online knows who they are: their personal travel records, travel preferences, your preferred suppliers and your company's policies. The search process for flights, hotels, rail and car hire is quick and flexible and it'll search the whole market to ensure you have access to the best options and rates.



Access to content your travellers can access on the web

GT Online includes content from multiple sources to ensure users find the same great deals they can find on the Internet by searching themselves. This content, combined with your own corporate rates and exclusive discounts ensures you find the best deals with every search.



Compliance with company travel policy

With GT Online you can give your travellers and travel bookers the freedom to book their travel online, from anywhere at anytime, all within the controls of your company travel policy. Identified by a simple traffic light system, travellers and bookers will know instantly which options they are permitted to book and why.



Save money with reduced service fees and visual guilt

By booking online you save money quickly and easily by paying a lower fee than you would for booking over the phone. However, you'll achieve even greater savings through visual guilt because users are likely to choose lower cost options when they see the range of options on their screen.

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assist

GT Assist includes all the essentials a business with travelling employees needs to fulfil its duty of care responsibilities. Knowing we have all this taken care of gives our customers peace of mind that their travellers are supported 24 hours a day.



24-hour emergency assistance

Our team is on hand, 24 hours a day, every day of the year to support travellers when they need it. Whether it's a quick question or help with a bigger problem, our knowledgeable and experienced consultants will give travellers the assistance they need.



Real-time traveller tracking

It's imperative that organisations know where their travellers are when they're travelling on company business. With our traveller tracking solution, you can access this information whenever you need to.

With our online traveller tracking solution, itineraries are displayed on a map, allowing customers to quickly pinpoint a traveller's location using GPS functionality in their smartphone or by geo-location of an airport or hotel. Traveller data is automated and updated in real time, ensuring you have the latest information at all times.

You also have the ability to communicate with travellers at any time using either a smartphone app, text message or by email.



Crisis management

Our proven crisis management process provides the reassurance travellers, their loved ones and their employers need when they've been affected by a crisis. We quickly and proactively locate any travellers that could be affected, define a plan to get them home and keep everyone in the loop on our progress and the traveller's wellbeing.



Travel disruption and risk alerts:

Our disruption and risk alerts advise travellers and travel bookers of any events that could affect a traveller's trip. Sent by email, our alerts cover any events, risks or policy changes that could affect travellers including; strike action, travel advice changes, updates to passport and visa requirements and travel delays or cancellations.



Insurance reporting:

We make what can be a difficult task easy by providing an activity report you can give straight to their insurer when their renewal is due each year.

Benefits:

- Complete peace of mind that travellers are supported 24/7
- All crisis situations will be proactively managed for you
- Reduce time required to manage duty of care responsibilities
- Real-time data, locate your travellers anytime, anywhere



analytics

GT Analytics is an online management information tool that provides valuable insight into your business travel activity. Not only does it let you know what you're spending, with which suppliers and why, it helps you leverage this data to identify opportunities for improvement within your travel programme.

Your account manager will use the data available within GT Analytics to show you how your business travel programme is performing and they will make recommendations on changes you could make that will have a positive impact on your company's bottom line, traveller experience or employee productivity as part of our continual improvement programme.

You'll receive your management information reports every month by email, but you'll also be able to access your data online whenever you need to in real-time.

You'll find out:

- How much you spend on business travel
- How much you save each month
- What savings opportunities you missed out on and why
- The environmental impact of your business travel
- Purchasing trends in how you're booking travel
- Year on year comparisons
- Top 10 snapshots - your top 10 suppliers, destinations and travellers
- How often you comply with travel policy
- Why you book outside of travel policy

“Good Travel Management were the only business travel agency that fully listened to our bespoke requirements – to simplify the booking and financial process for our mix of domestic travel requirements along with the more bespoke overseas services needed.”

Polly Thompson, Executive PA to the Board at Arvato



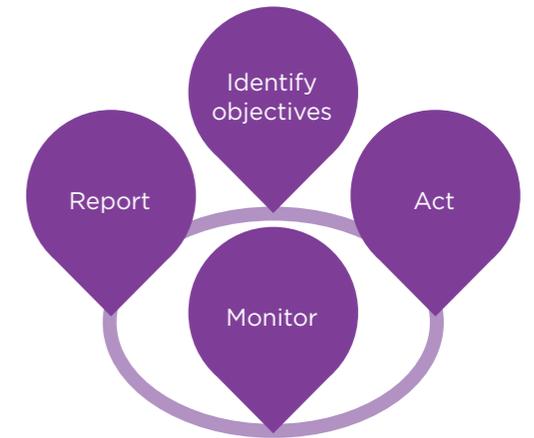
Strategic Account Management

When you become a Good Travel Management customer, you'll have a dedicated account manager who will manage your business travel programme for you. Your account manager will simplify your job, reduce the time you spend managing travel and ensure your travel programme is operating as efficiently as possible.

- We'll help you create, implement and enforce an effective travel policy
- We'll manage supplier relationships; securing discounts and added value
- We'll suggest changes in buying behaviour to lower costs
- We'll implement technology to streamline processes and reduce time spent booking travel
- We'll help fulfill duty of care responsibilities
- We'll educate your employees on new business travel initiatives

Continual Improvement Cycle

Whatever your objectives, your Account Manager will help you achieve them using our continuous improvement cycle. One of our customers achieved savings of £177k in just 12 months after choosing to centralise their business travel spend through Good Travel Management. We worked closely with them to understand their culture and business objectives and worked in partnership with them to reduce costs.



Benefits of strategic account management:

- A continually improving travel management programme
- Complete visibility of return on investment
- Robust process for monitoring service standards and KPIs
- Advice and recommendations on business travel best practice
- Average savings of 15%
- Reduction in time required to manage business travel



Hotel Programme Management

If you're responsible for buying business travel services, you'll probably be familiar with travellers or bookers trying to find the best hotel rates themselves on the Internet. It's a problem Travel Managers are only too familiar with and it can often create leakage within a business travel programme.

To ensure your organisation has a robust hotel programme that your employees will support, you need a solution that will give travellers and bookers confidence that they're booking the best rate every time. We'll help you do this by:

- Negotiating discounted rates at your top locations
- Securing added value benefits such as free WiFi or breakfast
- Providing access to discounted rates through the unrivalled buying power of the Uniglobe Group
- Providing access to Internet content such as laterooms.com and expedia.co.uk

We take content from all these sources and present the various options to bookers and travellers by email, over the phone or online via our online booking tool, all within the controls of your organisation's corporate travel policy. By doing so, travellers and bookers can see that all the different sources of content have been searched for them (including popular websites), which gives them confidence that they have the best rate without feeling the need to search elsewhere.

One of our customers achieved an impressive 11% reduction in average hotel rates thanks to our 4 step strategy and also saw a dramatic increase in compliant hotel bookings with 81% being booked within policy.

Airline Loyalty Programme Management

Many travellers are familiar with frequent flyer programmes offered by airlines that give them points every time they fly, but lots of airlines also offer reward schemes for organisations that travel on business too. If your employees travel for business, it's highly likely you'll benefit from one of the schemes available.



Completely free to join, corporate reward schemes give your business reward points for the flights you book that are redeemable against air ticket costs and upgrades, or in some cases other travel products such as hotels, lounge access or car rental.

BlueBiz, the reward scheme of KLM, Air France, Alitalia and Delta, even offer every Bluebiz member free baggage allowance saving £30 per flight!

Benefits:

- Up to 5% savings on your travel spend
- Save £30 per flight on baggage allowance (Bluebiz only)
- Access to member only added value benefits
- Priority for waitlists on overbooked flights
- Works alongside personal frequent flyer rewards
- We'll make sure you use your points before they expire

Our management of corporate reward schemes for SGS delivered 13 flight tickets to Europe and 3 flight tickets to the USA, saving SGS £8,100 in airfare costs in one year alone.



Payment Solutions

Paying for business travel can often be a time consuming process especially when travellers are paying via different methods and claiming costs back via expenses. To help make business travel easier, we offer a range of payment solutions to make business travel payments quick and simple.

*All payment options are subject to credit approvals and terms and conditions.

Our payment solutions can be used as a single method for all booking types or mixed and matched to meet your requirements.

Credit Account:

Our credit account means you can purchase all travel services without having to worry about individual credit cards and expense claims. All travel purchases will be automatically charged to your account and paid for by direct debit. A credit account provides the following benefits:

- Up to 14 days' interest free credit.
- A consolidated invoice to help you keep track of your spending
- Detailed data for each transaction to ensure smooth processing through your financial systems.

GT Travel Account:

Our GT Travel Account in partnership with Diners, is known as a lodge card. All travel transactions will be charged to your GT Travel Account and paid by BACS or direct debit. A GT Travel Account provides the following benefits:

- Up to 56 days' interest free credit which gives you more time to reconcile expense information.
- Online statement account information available in 24 hours with booking and payment information already reconciled.
- All information needed to process the expense is attached to each charge, such as cost centre, reason for travel, project number, etc.
- Statement is easy to download and import into your expense systems, so data capture is quicker and easier.

Credit Card:

As well as our innovative credit account options, we also accept payment by all major credit cards at the time of booking.

Business travel made better.

It's what we do.





Talk to us to find out how we make managing and booking corporate travel better for everyone.
Call **01482 307 139** or email **sales@good-travel.co.uk**