

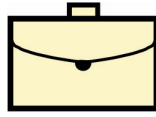
Business Travel Limited

White Paper

Controlling and Reducing

The Costs of Business Travel

“Companies have been prompted to review travel expenditure, along with everything from stationary to staffing levels, but a Travel Management Company (TMC) or corporate travel agent is employed to squeeze the most value out of a company’s travel spend, and that is going to remain a valued service in the current climate,” says Mr Robert Bailey. President and CEO of Abacus International



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Controlling and reducing the costs of Business Travel

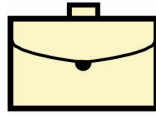
The Problem

In today's business climate, it has never been more important to manage budgets carefully. With travel being an ever-climbing cost, management is usually looking closely at how to control and reduce the total spend on fares, accommodation and associated services. However, there is also a need to understand the costs involved with the internal business processes surrounding reservations, policy compliance, authorisation and expense management. According to published research by organisations like Amadeus, (the world's largest Global Travel Distributor) attention to the streamlining of these processes can show considerable savings which generally go straight to the bottom line.

Current research indicates that a more holistic approach is required, rather than just concentrating on fares as the primary cost. While airfares are frequently decreasing due to competition, accommodation and peripheral costs are increasing.

Accordingly, the broader areas which organisations should scrutinise in order to optimally reduce the total cost of travel are:

1. Increased use of on-line booking tools (This can provide the lowest possible transactional cost for the purchase of travel).
2. Greater Travel Policy compliance (travellers sticking to the rules)
3. Greater enforced use of preferred suppliers (discounts and negotiated rates, particularly with hotels and rental car suppliers)
4. Greater automation of expense management
5. Streamlining internal workflows, disciplines and processes, through use of technology



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The Solution

The solution to these problems must involve a combination of state-of-the-art technology and high level complementary services which combine together to optimise the benefits of each.

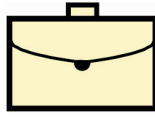
Using such state of the art technology, Business Travel Limited (BTL) now delivers an **Integrated Travel Management System** which provides a comprehensive solution for all the above areas.

Incorporating an on-line booking system called **Serko On-Line** (SOL) this solution comprises mature, proven software and specialised travel services from BTL. Together these deliver a solution which will give your organisation the ability to manage all travel requirements effectively and efficiently, while saving staff time and reducing the overall cost of travel.

The software component has been developed and refined over ten years here in New Zealand. It is in use in scores of Australasian companies and has won many awards (www.serkoonline.com). The software is web-based and requires no installation on your computers.

BTL recommends that organisations utilise SOL by doing their own in-house reservations, for all Domestic and trans Tasman travel. While the basic work will be done by your own staff (it can even work on the basis of individual travellers making their own bookings), BTL consultants are on-call 24 x 7 to solve travellers' problems and to do more complex jobs like re-issuing tickets, handling cancellations and long haul (international) bookings.

The entire system is fully integrated so that all bookings (including long-haul) are managed by an automated process which provides for adherence to the company Travel Policy, on-line expense management and a workflow for management authorisation of the travel requested. All bookings are viewable in the system and on-line reporting is provided across the Company, Group or Enterprise.

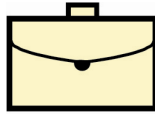


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Features and Benefits of ITMS

- **Economical** - The system provides the lowest possible transactional purchase price for travel because:
 - Organisations can do their own bookings for domestic and trans Tasman travel. This means that the travel agent is required less and service fees are lower.
 - The system shows all airlines and all classes of fare on a single screen, allowing the travel co-ordinator to **choose the cheapest fare** on the day easily.
- **Compliant** - Your company's Travel Policy is "embedded" in the system, providing the vehicle for greater policy compliance
- **Preferred Suppliers** - hotels and rental cars can be added to the booking, using special negotiated rates. This provides the vehicle to ensure compliance with preferred suppliers and the resulting savings
- **Streamlined** - An automated "Authorisation Work-flow", ensures that costs, reasons for travel and cost centres are known and allocated before the Authoriser grants approval for the trip
- **Flexible** - Bookings can be amended or cancelled at any time prior to ticketing
- **Accessible** - the system is available to your Travel Co-ordinators and travellers 24 x 7
- **Comprehensive** - every booking, including domestic and international bookings, can be seen in the system by your co-ordinators and administrators. This means that the **on-line reporting** also covers your company's total travel spend – with Cost Centre analysis.
- **Functional** - itineraries can be viewed, emailed, printed and texted, or viewed on **Your Personal Travel website**. Travellers get access to their travel plans anywhere in the world, live over the Internet and always up to date. As you advise us of changes to your plans they are automatically updated on your own personal travel website. Should flights be delayed or rescheduled, your website will be updated automatically.
- **Accountable** - extra costs and expenditure, such as parking, meals, taxis, entertainment etc, can be incorporated into the cost of the booking and updated when the bills come in, thus providing better overall reconciliation and expense management.
- **Outstanding Service Levels** - BTL operates under a Service Level Agreement (SLA) which is agreed with each client and by which we are prepared to be measured for our quality of service.
- **Available - 24 Hour Service** If something happens while you are away and you need help, **Who are you going to call ?** The answer is Business Travel. Because we understand the needs of business travellers, we operate 24 x 7. If something goes wrong, we're on your case straight away. Any changes we make for you will be reflected on your personal website simultaneously.





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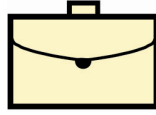
Savings and cost benefits

As organisations grow, quality business processes and disciplines become necessary to support that growth in a non-disruptive way. The Integrated Travel Management System provides such discipline and delivers brings many benefits through the efficiencies and savings achieved in the following areas:

- Less time to make bookings – for Travel co-ordinator, traveller, travel agent
- All airlines and flights are presented on a single Search screen, allowing selection of the cheapest fare on the day, for the required time of travel. This has been shown to save an average of \$30 per fare per sector, compared with booking over airline internet sites.
- E-ticket recovery - a special function is available which searches for unused e-tickets (This occurs when someone can't travel as planned. The ticket still has some value, but often remains in the system and gets forgotten) and lists them to be used again in the future.
- Automated authorisation process which shows all costs for each trip – no excessive or unauthorised spending slips through
- Better behaviour due to “embedded” travel policy
- Better planning behaviour – earlier booking means lower fares
- Easier reconciliation of all travel costs/dates etc
- Better (built-in) expense management
- Reporting across the entire travel spend – by Group member, branch, department, cost centre etc
- Availability of highly experienced travel consultants 24 x 7

In many cases, these evident benefits alone are enough to justify the implementation of BTL's Integrated Travel Management System. However, by undertaking a brief business analysis, the system can invariably be shown to deliver quantifiable dollar savings.

“TMCs and corporate agents have not only made it easier for companies to arrange travel, but have streamlined the process. They have helped cut costs by securing the best available fares, and have used their scale to negotiate better deals, they also provide first-class reporting systems to their clients. These services are even more valuable now than they were a year ago,” - Robert Bailey. President and CEO of Abacus International



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No-cost, low impact start up

- Based on our experience we are able to recommend the best way of starting to use ITMS, which eliminates any cost barrier and delivers immediate benefits.
- We do the work for you !
- Being internet-based, there is no software setup required
- We put your travellers information into the system and provide you with any training necessary.
- We put your Travel Policy into the system so that it is “embedded”
- We provide you and your travellers with information about the system and how they can look at their travel arrangements (from anywhere in the world)
- We set up on-line reporting, based on your requirements

We would be delighted to introduce you to customers who can attest to this low impact, low cost process.

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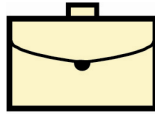
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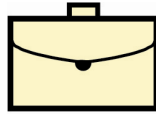
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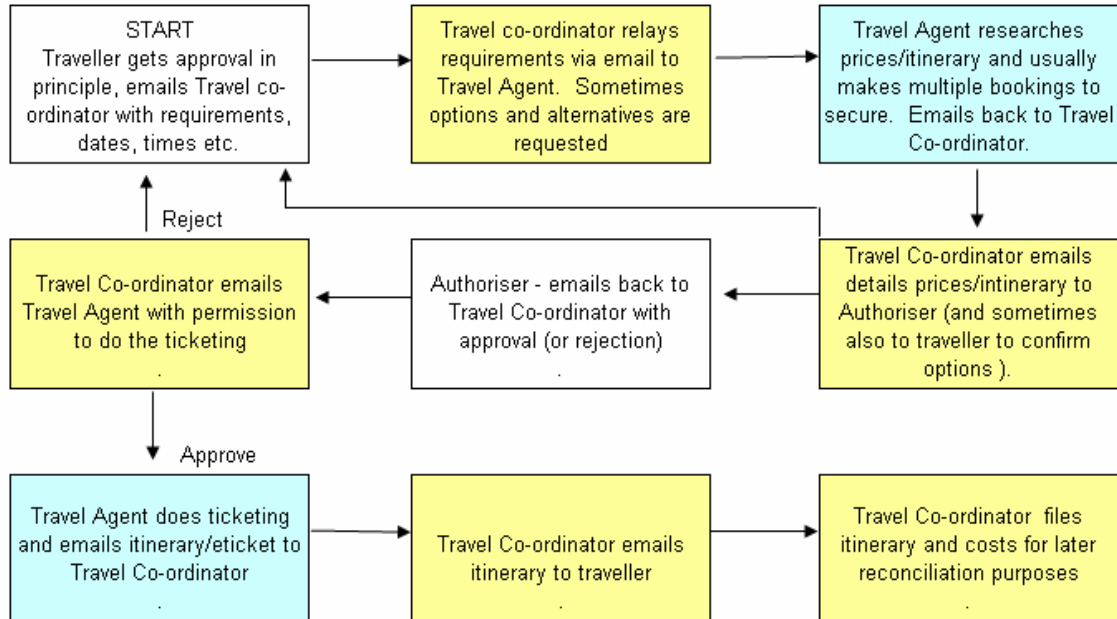
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Typical work flow for making travel bookings through Travel Agent



* Note how many times (yellow) the travel co-ordinator "touches" the booking.

Workflow with BTL's Integrated Travel Management System

