

Consulting Services’ Customer Testimonials

Immediate Care Evaluation

In 2007 Travelport created an Immediate Care Evaluation to provide our customers with real-time recommendations for process improvement. The same team that provides the Systems Assessment to our customer base provides an onsite evaluation of areas that could include business workflow, automation integration, and travel counselor observation. The service, customized for each client, results in both the evaluation and the recommendation provided on the same day to expedite implementation and efficiencies. Below is a sample of customer feedback:

“We had Galileo do an Immediate Care review and after only one day we were presented with around 15 suggestions on how we could **improve agent productivity** through Apollo formats and other Galileo functionality. We have begun implementing almost all of the ideas and are **very excited to see the savings and the improved productivity**. Some of the most useful recommendations were in the area of ticket exchanges, queue management and service fee formats. **I would definitely recommend the Immediate Care program to travel management companies of all sizes.**”

Judy Anglada, Best Travel

Consulting Services

Whether it is assistance with developing customized training or a database build project, Travelport can service your needs.

I would like to thank you for the **professional service** we received. In this ever changing world of travel it is hard to keep up on all of the current changes. Knowing there is a service out there that will **keep us up-to-date on the most current procedures** needed for our agency is a great relief. **Thank you for helping us through this vital change for our agency.**

Jennifer A. Estrada, Cabela’s Travel Service

Systems Assessment

In 1999 Travelport established the Systems Assessment to improve customer profitability by identifying ways which may drive costs out and drive value in. Industry experts from Travelport’s highly regarded Consulting Services team provide guidance to agencies in the area of process improvement, streamlining procedures, and increasing tool utilization. The results of this customized assessment are detailed in a comprehensive report that qualifies improvements in workflow, automation, agents’ knowledge, and reservations and ticketing. Below are samples of from our customer feedback:

“I have been in the industry for well over 25 years and would like to say that (the consultant) was one of the **most professional travel industry veterans** I have ever met. His demeanor was professional and courteous to everyone in my office and he put them at ease with the assessment. He analyzed and delivered to me a **comprehensive action plan** that we are putting into place immediately. I am so excited about the new tools that **will improve our workflow!**”

Dawn Pandolfi, Transplace Travel

“(The consultant) was brilliant. We were somewhat skeptical of the endeavor and he really turned us around. He gave **insightful suggestions** on ways we could improve our speed and accuracy and showed us how **Galileo offers a lot of control functions without having to rely on expensive 3rd party options**. There were a lot of “Ah-ha” moments during our system assessment.”

Vivienne Kouba, Journeys by Ambassador

"We found (the consultant) to be **thorough** in her **analysis** of our operations. As we continue to study her recommendations, we feel that implementation of her points will **increase our efficiency** and assist us in being **more competitive**."

George Jankovich, Burkhalter Travel

"Thank you for the **outstanding** assessment. I am **extremely impressed** with how **in depth the analysis** is. We would definitely like to **utilize your expertise** going forward with our action plan."

Jim Pekins, Gateway Travel Management

"The assessment process provided us with a great opportunity to review our operations. We were able to take the results and work with our teams to **improve our procedures**. The results were **very impressive**."

Andrea Shpall, Polk Majestic Travel

"The Custom Services Systems Assessment **delivered crucial information** with regard to our travel operations at a time when the future of travel operations is still evolving at an extremely rapid pace. The solutions and training offered prepared our agency to remain viable and relevant to our customers."

Rick Brinkman, AAA Tuscarawas County

"It was motivating for me to receive candid advice regarding ways in which I could improve my business. Constructive criticism that was unbiased and coming from an **industry savvy professional** was just what was needed to **inspire a change for the better**."

Andrew Paliobagis, Back Bay Travel

"As agents, we become comfortable with formats and methods of (data) entry. The assessment is a **wake up call** of other options which will **improve speed** of data collection and entry; improve the uniformity of information loaded in a PNR, and **stimulate agents** to be more open-minded and willing to share information. I love to hear "Did you know...!"

Sherry Webb Linn, Allison Travel

"Not only did we **learn volumes** about each agent's Apollo knowledge and usage, but also found it very helpful to have a **knowledgeable, outside source** evaluate our processes and office operation in general. Many recommendations were made that we **plan to embrace**."

Cheryl Sewell, Madison Travel

"The Systems Assessment **exceeded my expectation** and helped to bring decision makers at our organization up to speed on where and how we need to make improvements. (The consultant) did a wonderful job. His perceptive skills and humour made all feel at ease quickly. Now I have lots of work to do!"

Lorraine Smith, British Columbia Automobile Association

"The recommendations were **insightful and helpful**. It was very valuable to have an objective assessment of our processes, and validation that we are in fact **performing at a high level**."

Marla Huntley, Abacus Travel

"I had an idea of what changes were needed, but the Systems Assessment really **helped us focus on the key issues**. It provided a comprehensive list of changes that will be implemented in the coming year.

Jerry Kazzaz, Custom Travel

"(Consulting Services Consultant) is very knowledgeable in both Apollo® and the travel industry in general. He also was able to look at things from a consumer's point of view. He did a **great job!**"

Joe Calkins, AAA National