

# Want premium service? That's our standard!

Stop paying more for high-touch service.



Other travel management companies make great service feel exclusive by charging a premium. But we think all of our clients should reap the benefits of great customer care, perks, and white-glove service, regardless of their travel spend.

## What does our service include?

Our offering to our clients is different from the industry standard because we specialise in the needs of startup to mid-market businesses. Some clients may be new to business travel, while others are seasoned pros. Each has different needs and requires highly personalised service.

### As a quick comparison:

|   | Corporate Traveller standard, high-touch service | The industry standard "VIP" service             |
|---|--|---|
| Dedicated Travel Consultant   | ✓  | ✓   |
| Quick response time   | ✓  | ✓   |
| Calls answered in 5 rings or less - guaranteed!                                       | ✓  | x   |
| Live chat with real people  | ✓  | x   |
| Quality checks on high spend bookings for cost-effectiveness and traveller experience | ✓  | x   |
| Standard booking fee  | ✓  | x<br><small>*higher fee per VIP booking</small> |



### You'll also get:

- 24/7 emergency support from anywhere in the world
- Access to global buying power exclusive deals and perks
- User-friendly travel platforms, Your.CT and Concur, offer booking, reporting, profile management, and more.
- Supplier communications for your travellers requiring extra care or support.
- Your dedicated travel manager knows the ins and outs of your industry, which ensures expert knowledge relevant to your needs.

Ready to dig deeper?



Let's chat!