

"Competently mirrors the diverse travel policy"

The german settlement of a global consulting company was one of the first to use cytric. The management, technology and outsourcing service company has arranged its business travel since 2000 with cytric-based "TravelNet". The application is used in Germany, Austria and Switzerland, where cytric replaced a different product.

Autumn 2005 was decision time. The german settlement of the consulting company carried out a benchmark test on various online booking systems because the travel agency service provided by Carlson Wagonlit Travel in Germany, Switzerland and Austria was to be centralised in the german headquarter of the consulting firm. All three countries were to use the same online booking tool in future. In Germany, the around 4000 staff have been able to book their business travel with cytric since 2000. 200 consultants in Austria joined in 2002. They were now to be joined by Switzerland.

A comparison between all of the booking tools on the market produced a clear result: "cytric is the one which reflects our needs most fully," says the Travel Manager at the german office of the company. She gives a very high rating to cytric's functional scope and flexibility, not to mention the ability it gives staff to manage their daily routines themselves à la self-enablement.

One of the most important aspects for the consulting company is the ability of an online booking system to adapt because the globally active management, technology and outsourcing service company has a complex travel policy. For example, different travel regulations apply to certain groups of employees. According to the travel manager, cytric beats its

competitors in its ability to reflect the diversity of this travel policy structure.

Travel management also values the alert functions because alerts also help actively control the negotiated volumes in particular. The consulting company also makes intense use of cytric's ability to display information in spare windows for the person making the booking, such as preferred supplier, general information and special booking instructions.

In Switzerland, cytric pushed out the previously used application of a different producer. The change-over was unproblematic and was supported by the general contractor at the time. The user upload into the new system was problem-free and only a minor amount of customisation was carried out. The service Company itself entered detailed information such as credit card data.

For a short period, both online booking systems ran in parallel in Switzerland before the old system was switched off one Friday evening. The first bookings in TravelNet based on cytric then took place early Monday morning.

The changeover was simplified by the fact that the same travel regulations apply in all three countries. This basically only required another label to be set up for the cytric systems already used in Germany and Austria.

The conversion also meant a change in tool manager to Carlson Wagonlit Travel. The travel agency company now also provides TravelNet support for all three countries. A full-time position in the travel agency implant in the german settlement answers all questions involving online reservations, and checks all online bookings. This quality check is necessary and sensible because staff can also use cytric to book more than just point-to-point connections, so a quality check can generate further savings through creative ticketing. However, the expeditors at Carlson are increasingly rarely involved in online

booking optimisation because there is a rise in the number of bookings which flow directly from cytric into Amadeus with no further processing (no touch). The clients aim is to establish an online ratio of 70 per cent in all countries for flights.

Three months after conversion in Switzerland, and more than three years and five years in Austria and Germany respectively, the Travel Manager is satisfied with the results: "As a company whose travel management system requirements are constantly changing because of our international activity, our experience of cytric has been very good for various reasons, including its capacity to adapt."

Contact:

i:FAO Group
Clemensstrasse 9
60487 Frankfurt am Main
Germany

Telephone +49 (69) 7680-5500
Fax +49 (69) 7680-5555
eMail info@ifao.net
www.cytric.info