For more information on how Sabre Travel Network Consulting Services can optimize your business performance, contact your Account Director or visit us at sabretravelnetwork.com.
Sabre Travel Network Consulting Services

It has never been more important to understand how your business is really performing. And knowing how your company stacks up against other leading companies is key to your success. Especially when it comes to issues affecting productivity, efficiency, costs and technology.

Sabre Travel Network Consulting delivers penetrating insights as a result of our work with agencies and suppliers around the world. Our global scale provides you with an in-depth, objective assessment of your business.

We begin by applying our comprehensive methodology, a holistic approach to travel management optimization. Our consultants dive deep into your business, benchmarking your company against best-in-class technologies and processes. The result: actionable solutions that deliver measurable results.

Consulting Services Methodology

Consulting Service Offering

Engage our consulting services to uncover opportunities to improve your company’s performance. With a breadth of service offerings, our Process and Technology Consulting practices provide customizable services to meet your needs.

Process Consulting

Technology Consulting
Process Consulting Practice

Our Process Consulting practice brings industrial engineering discipline to your travel business processes. By documenting and linking each step of your operation, we can identify both areas of strength and areas of potential improvement.

Our proprietary methodology has already uncovered many millions in potential savings for agencies this year alone.

Tap into our wealth of knowledge by engaging our process consultants in an assessment that uncovers key areas of your business with these services:

Cost driver identification — highlight the activities that cause a change in the cost of products or operations

Process analysis and development — analyze and document a chronological sequence of steps to explain the inputs and outputs of a product or service

Time and motion studies — document the time and number of motions required to perform a task to improve efficiency

Key issues identification and recommendations — identify the most influential / important concern within a process and provide a solution to minimize the risk

Workflow gap elimination — remove the gaps of variation in a sequential process flow of operations

Productivity and staffing analysis — measure the efficiency and number of employees required to produce / perform a task

Non-value-added task reduction — eliminate the tasks that do not contribute or add value to the product or process

Customer touch point evaluation — a bottom-up, outside-in process that looks at all of the communication and interactions of an organization with its customers

Issue: Lower-than-anticipated transaction volumes and long handle times

Process Consulting Case Study

Challenge: A large global travel management company engaged the Process Consulting practice when they were facing lower-than-anticipated transaction volumes and long handle times for front-line staff. The team was tasked with helping the TMC accelerate sales and transactions. They were asked to map the TMC’s call center process and compare existing call times to best-in-class call centers.

Approach: The business process engagement began with an initial assessment of the TMC’s contact center and an analysis of existing business priorities. In-depth time and motion studies as well as process mapping exercises were conducted to quantify opportunities. The engagement concluded with the development of recommendations.

Recommendations: More than 25 recommendations were created around workforce management practices, processes, quality control, policies/procedures, and tools/technology.

Results: Upon implementation of the Process Consulting practice’s findings, productivity will be improved by 30-40 percent, yielding higher transaction growth or reduced expenses.

Detailed Methodology

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<th>Data Collection</th>
<th>Current State Analysis</th>
<th>Opportunity Assessment</th>
<th>Future State Design</th>
<th>Implement and Measure</th>
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<td>• Interview front line staff</td>
<td>• Contact center assessment</td>
<td>• Develop process maps</td>
<td>• Assess workflow gaps</td>
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<td>• Interview senior management</td>
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<td>• Time and motion studies</td>
<td>• Prioritize business needs</td>
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<td>• Implement new technologies</td>
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Services deployed to arrive at recommendations
Technology Consulting Practice

Our consultants know the ins and outs of every travel technology available. So it’s a breeze for them to optimize your company’s technology mix. Whether you’re looking to increase efficiency of reservation processing or even agent productivity, Sabre Technology Consulting delivers:

“Sabre’s process observations were backed up with hard data and examples. This insight had a measurable ROI and impacted our bottom line. This insight is what business people need!”

— TNT Vacations

Customized agent workflow development — uncover the unique needs of your workflow and optimizing for increased efficiency

Automation tool deployment — eliminate manual activities that decrease agent productivity

Workflow standardization — establish a unified method for executing agent tasks with maximum productivity

Data consolidation — streamline overlapping technologies into seamless interfaces for ease of use

Quality control system analysis — configure quality control automation technologies into point of sale

Network cost reduction analysis (Connectivity and VPN) — evaluation of network structure for efficiency enhancements

Issue: Increasing quality control and ticketing costs

Technology Consulting Case Study

Challenge:
Corporate Travel Consultants/Global Crew Logistics, a travel management company with revenues of over $100 million annually, sought to reduce costs associated with quality control and ticketing during the reservations process. The Technology Consulting practice was brought in to drive down operational costs and service fees.

The client had contracted with a third-party vendor for an automated ticketing application. In a rapidly changing competitive environment, the vendor was slow in delivering the solution that the client required.

Approach:
The technology refresh engagement at Corporate Travel Consultants/Global Crew Logistics spanned 90 days beginning with initial diagnostic testing of the existing reservation process. It concluded with the implementation of technologies built with changing needs in mind.

Recommendations:
Development of a customized ticketing and quality control application was recommended to replace an outdated system. This would drive $20,000 in monthly cost savings out of the current process and allow the client to gain control of their ticketing and quality control.

Results:
After technology implementation, Corporate Travel Consultants/Global Crew Logistics realized $1.2 million in savings by eliminating fees to third-party vendors over a five year contract. Technology costs included $5,500 initial investment with an additional $5,000 investment annually.

Technology costs associated with QC and Ticketing

Expenses related to QC & Ticketing