A Safe Bet

The owner of Frequent Flyer Travel Paris needed a more responsive technology travel partner and a plan for the future. He found that, and more, with his conversion to Sabre Travel Network.

You’ve probably seen this famous saying, or some version of it: “Find something you love to do, and you’ll never work a day in your life.”

If that’s the case, then Marc Leidelinger hasn’t had to work for the last 28 years. Leidelinger is the founder and president of Frequent Flyer Travel Paris, one of the most successful independent travel management companies in France. Leidelinger started his career in travel at the age of 20 and could tell immediately that it was the right choice for him.

“I’ve loved the travel industry since I started my career,” said Leidelinger. “In the first two hours of my first job I could see it was fun to serve clients, and my colleagues. It made me feel proud and happy from the very beginning.”

Leidelinger clearly loves the business. He spent the first half of his career working for other travel management companies, and then decided to start Frequent Flyer Travel Paris in 2001. Today, the company has almost 55 employees and sales volume of €55 million (72 million USD.) Leidelinger is also the EMEA Director of GSM Travel, a strategic network of over 40 travel specialists in markets worldwide.

And more growth is on the way. In fact, it’s one of the reasons he started to explore new GDS travel technology solutions a few years ago. He was looking for more flexibility, responsiveness, and a vision for the future that could handle growth for the foreseeable future.

He found a new partner in Sabre Travel Network and started a multi-year conversion process that will be completed this year. The decision was a big one and the timing was meticulously planned.

“When we decided to convert to Sabre, we knew we were betting the life of the company,” said Leidelinger. “We wanted to do it slowly and methodically so we could handle the changes and do it right. It’s gone very well and we’re very pleased with the changes.”

Marc Leidelinger
President
Frequent Flyer Travel Paris

“FREQUENT FLYER TRAVEL PARIS WORKS WITH SOME OF THE BEST NAMES IN BUSINESS:
• CECP Carlyle
• Balenciaga
• SHISEIDO
• Sony Pictures and Music
• Twentieth Century Fox
• DDB (Omnicom)”

THE SECRET TO CONVERSION SUCCESS – THE PEOPLE

Leidelinger and his technology team at Frequent Flyer Travel Paris decided to use Sabre Web Services®. The software capabilities were important, but the Sabre people who supported the integration and conversion were the real key to success.

“The Sabre team was excellent,” said Leidelinger. “They were dedicated. They felt like our own employees.”

The conversion began with the back-office systems and moved to the front office interfaces where most of the booking and client relationship management takes place.

Marc Leidelinger
President
Frequent Flyer Travel Paris

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Marc Leidelinger
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Frequent Flyer Travel Paris
STAYING AHEAD

BIG COMPANY, BIG NEEDS —
FREQUENT FLYER TRAVEL PARIS IS ONE OF THE LARGEST PRIVATELY-HELD TRAVEL MANAGEMENT COMPANIES IN FRANCE, WITH 55 EMPLOYEES AND OVER € 55 MILLION IN SALES.

PLANNING FOR THE FUTURE
AND FLEXIBILITY — THE COMPANY NEEDED TO MAKE SURE THAT ITS GDS TECHNOLOGY PARTNER WAS READY FOR GROWTH AND HAD THE FLEXIBILITY TO ACCOMMODATE CUSTOM INTERFACES AND BACK OFFICE SYSTEMS.

SABRE SELECTED
FREQUENT FLYER TRAVEL PARIS DECIDED TO CONVERT TO SABRE AND THE SABRE WEB SERVICES SOLUTIONS.

SMOOTH CONVERSION
WELL-PLANNED AND WELL-MANAGED CONVERSION DELIVERS THE DESIRED RESULTS — ON TIME AND WITH MINIMAL STRESS.

Once the technical hardware and software changes were made, then the hardest changes took place — helping the entire Frequent Flyer Travel Paris team make the switch.

“Change is really hard, and we had to work with people to help them understand the benefits, and get comfortable with the new system as quickly as possible,” said Leidelinger. “Sabre played a key role in that, providing training and support as we cut over to the new systems.”

The collaboration between Sabre and Frequent Flyer Travel Paris was close and intense, but expectations and schedules were kept realistic — another hallmark of good project management on the part of both companies.

Leidelinger has been very happy with his decision to convert to Sabre. It couldn’t have gone more smoothly. He says the big difference is the people.

“People are always the most important factor, especially with technology. The Sabre team was superb and they helped bring out the best in our people who did fantastic job as well. From start-to-finish, we were impressed with the whole conversion experience and we’re glad we did it.” — Marc Leidelinger

Service and efficiency in action: Frequent Flyer Travel Paris employees handle client travel plans and requests in the light and airy space of the Paris headquarters.