

Case Study

Company Profile

UNIGLOBE Travel is the world's largest single brand Travel Management affiliation with offices in over 50 countries worldwide. With offices in Reading and London UNIGLOBE Top Flight Travel is the largest UNIGLOBE Travel affiliate outside of North America. UNIGLOBE offers a full range of services including scheduled air, negotiated fares, low cost airline, hotel, car, and rail bookings with both an online and offline capability. They offer local decision making and a personalised service whilst still providing global power and access to deals that rivals competitors.

Challenge

Elgar's removal from the GDS systems required UNIGLOBE Top Flight Travel to source a new rail provider. The new rail provider; Evolvi was able to offer an online solution but resulted in UNIGLOBE staff having to load the PNR into the Sabre system to invoice PNRs. UNIGLOBE were offered a feed by Evolvi to their back office but this did not allow staff to view the PNRs and invoice out the bookings via their Quality Control system in Sabre. What was needed was for Evolvi to get the data into Sabre ready for invoicing which was becoming more important as UNIGLOBE had won

several substantial rail accounts with rail transaction figures in 2009 topping 21,000, and in 2010 tracking 47,000. Due to the increasing impact rail was having on all departments UNIGLOBE Top Flight Travel approached Sabre to see if we had a solution.

Solution

After evaluating UNIGLOBE Top Flight Travel processes and challenges, Sabre's UK Rail PNR creator tool was recommended. The UK Rail PNR creator tool receives the data from the rail provider via an XML feed with a file being sent for every ticket booked and ticketed. The UK Rail PNR creator tool is configurable allowing UNIGLOBE to have the PNRs created in a specified PCC and with client reference fields pre-populated by the data input in the rail provider. In addition to creating the itinerary segments, the tool also adds in transaction fee lines, rail information, company profiles and forms of payment. The UK Rail PNR creator tool was able to provide data in a standard format and with the support of the Sabre Solutions team the tool was customised to allow UNIGLOBE Top Flight Travel a seamless non-touch rail invoicing product in conjunction with their auto invoicing supplier Micros Travel.



"Sabre has worked very hard to develop this tool to our company specifics. They listened to our requirements and jointly worked with us to provide a solution that matched our needs and those of other TMC's. Where possible they created bespoke solutions and this has resulted in a tool that adds real value to our business."

*Helen Webb —
General Manager
UNIGLOBE Top Flight Travel*

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Results

By adopting Sabre's UK Rail PNR creator tool UNIGLOBE Top Flight Travel have been able to take on two new substantial rail accounts with minimum impact to front line operations staff or staffing overheads. Based on the estimated figures in 2010 UNIGLOBE have also calculated that the tool will process the work of 2.5 to 3 staff members and will therefore provide significant cost savings. In addition to the cost savings there have been significant benefits for UNIGLOBE staff, allowing them to concentrate on customer service and providing the

best options for their clients rather than being involved in time-consuming administrative functions. Now virtually 100% of bookings go through the UK Rail PNR creator therefore reducing the risk of errors and providing efficient streamlining of invoicing and payment. The UK Rail PNR creator tool was the catalyst and allowed UNIGLOBE Top Flight Travel to create a seamless transition from booking to invoicing; from Evolvi to Sabre to Micros Travel to TRAMS to eBatch.



"Sabre has provided a solution that is cost effective and flexible to our working practices. The expertise and patience of the Sabre Solutions Consultant made the development painless and extremely successful. The UK Rail PNR creator's has created a seamless process and has brought a real value to the company's employees and clients."

*Jane Bleddyn —
Training and Development Manager
UNIGLOBE Top Flight Travel*

