



Template Presentation

March 31, 2021

Presented by Julie Cope

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07779 556 789



**TAKE
TWO**



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AGENDA

Core services

Strategic management

Corporate social responsibility

Technology

Global partnerships

Why us?



WHY US?

Differentiators

01

PERSONABLE

Human interaction is everything. Our agents take full responsibility for communications – no bots or automated menus.

02

SIMPLE

Building holistic, streamlined customer experiences is what we do. From creating reconciliation efficiencies to enabling data-driven decision making, we make your working life easier.

03

FAST

We deliver at speed by exploiting AI and automation tools, ensuring smarter human experiences and rapid response times.



WHY US?

Expertise



● Founded Chambers Travel

● CTM merger

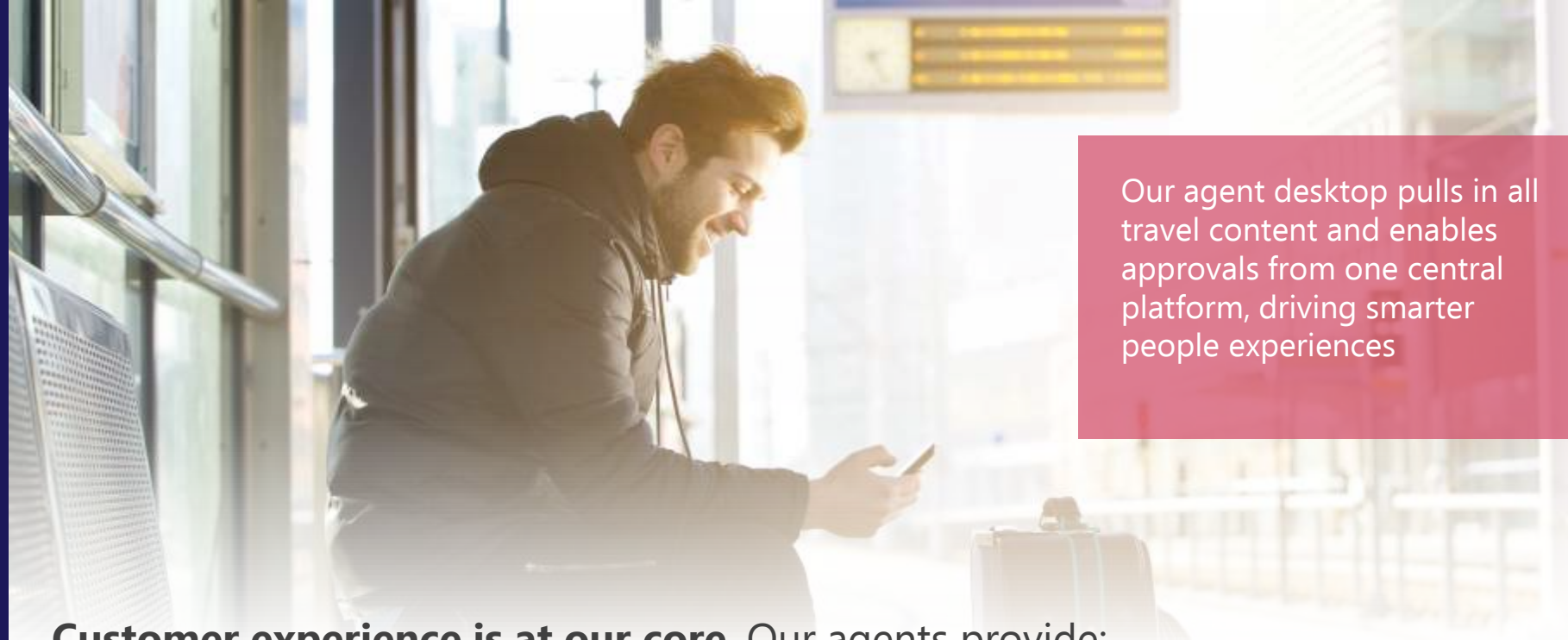
● Stock take and rebuild during the Covid-19 pandemic

● Launched Take Two Travel Solutions



CORE SERVICES

Customer experience



Our agent desktop pulls in all travel content and enables approvals from one central platform, driving smarter people experiences

Customer experience is at our core. Our agents provide:

30+

Years experience in
business travel

24 / 7

Support for your
employees and travel
managers

100%

Of communications on
every channel



CORE SERVICES

24 / 7 Covid helpline



Current Covid-19 travel restrictions and quarantine requirements



Advice on avoiding Covid exposure in hotels and meeting venues



Secure transport and security advice

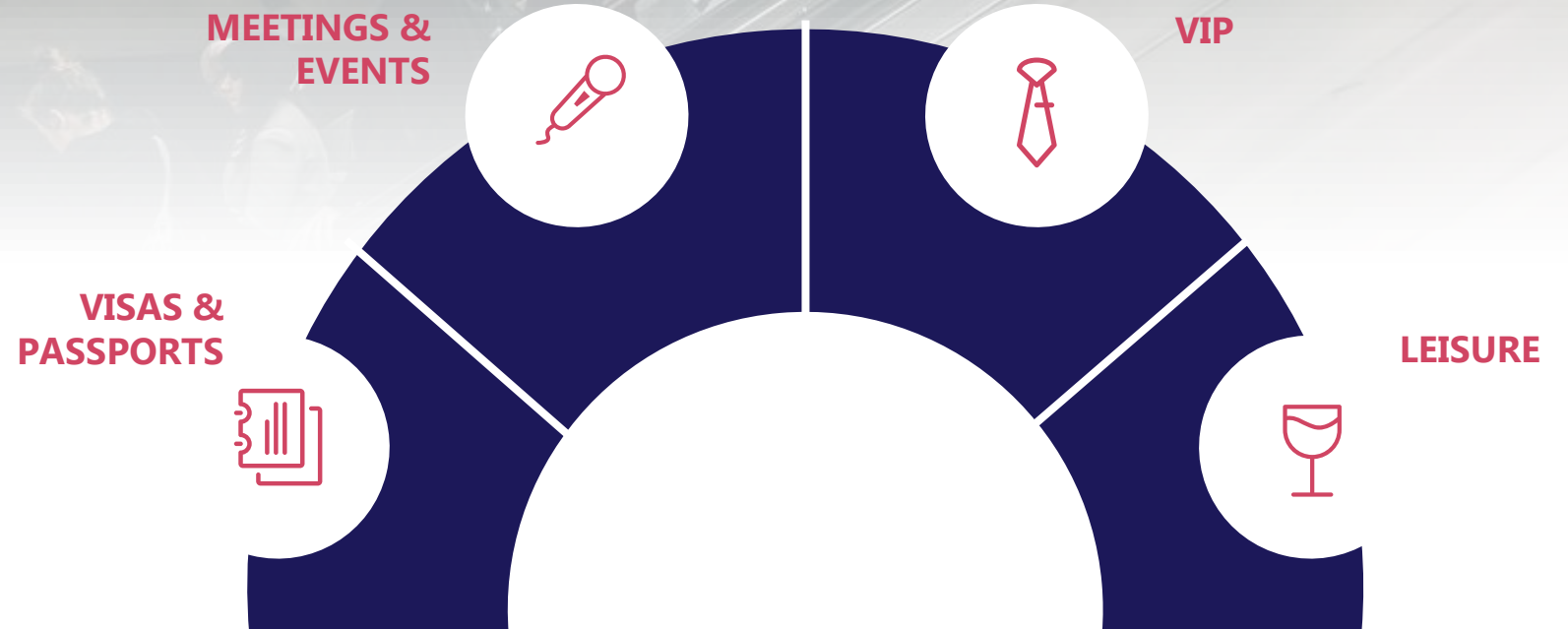


Rapid response / evacuation for travellers facing threat



CORE SERVICES

Peripheral services



CORE SERVICES

Rates & fares

£££



Our agent desktop makes smart booking channel comparisons with NDC content, ensuring **best fares & rates** on every booking.



£

STRATEGIC MANAGEMENT

Rapidly responsive

We analyse data captured throughout the customer journey to continuously improve your travel programme

STRATEGY

Cost containment / UX initiatives

Supplier relations

Sustainability

Policy compliance & traveller behaviour

PERFORMANCE

Continuous improvement

SLA / KPIs

User feedback & training

Review meetings

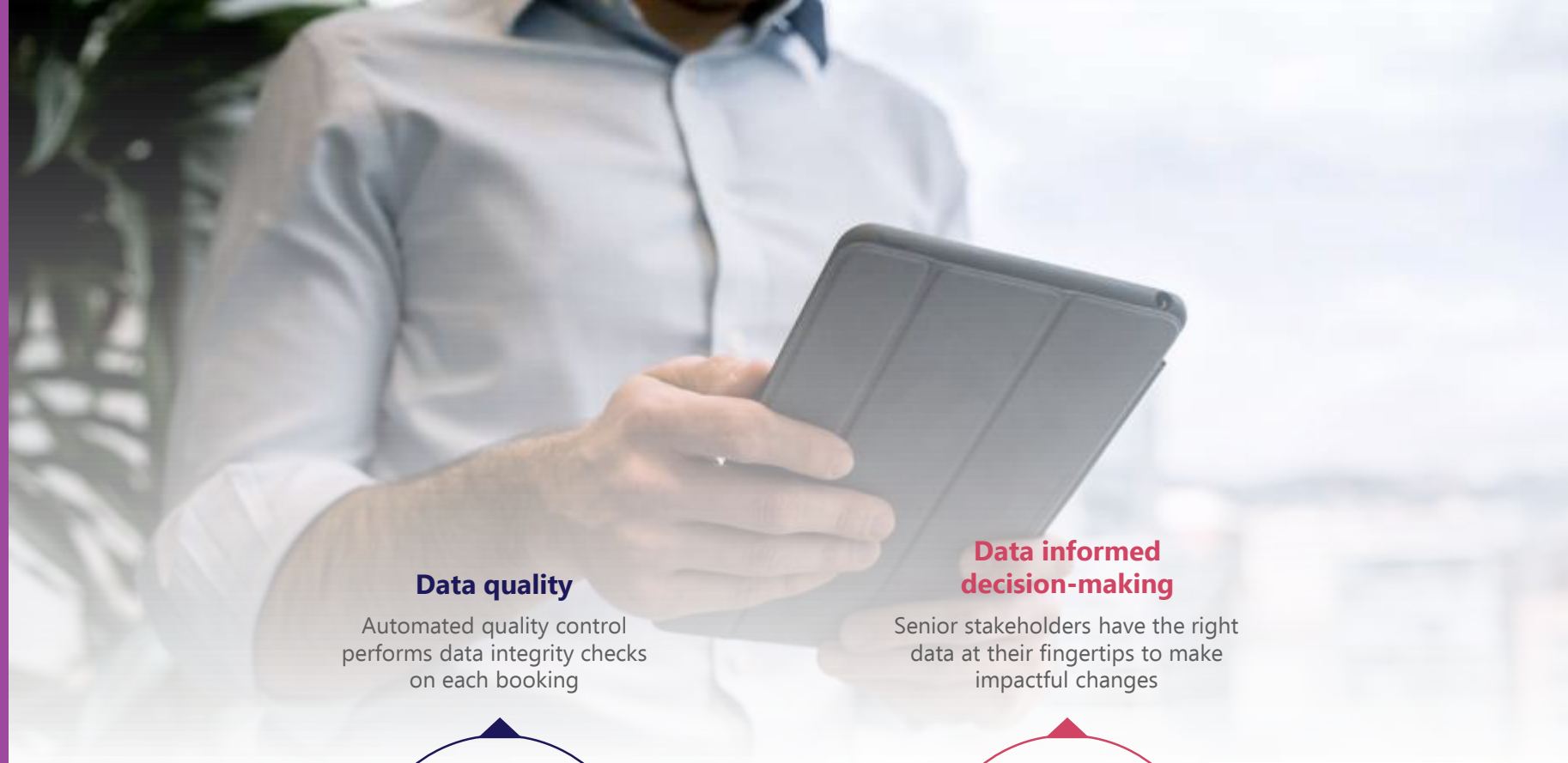
Rapid responses

COMMUNICATION



STRATEGIC MANAGEMENT

Data strategy



Data quality

Automated quality control performs data integrity checks on each booking

Data informed decision-making

Senior stakeholders have the right data at their fingertips to make impactful changes



Data content

Data platform provides a single source of truth across all booking types



Data access

Nominated personnel are provided with automated reporting packs and / or online access



Data analytics

Solutions manager provides actionable insights at review meetings / as requested

STRATEGIC MANAGEMENT

SLA & KPIs



Collaborative

Agreed on contract award based on your business objectives



Accessible

Nominated personnel provided with 24 / 7 access to KPI monitoring dashboard



Measurable

Indicators such as customer satisfaction, response times and supplier savings are embedded into the programme.



Evolving

Feedback is captured throughout the customer journey and used to make improvements. Targets are reviewed at quarterly meetings and updated in line with evolving objectives / expectations.

STRATEGIC MANAGEMENT

Payment solutions

Holistic
customer
experience



Expenses

Improved compliance through virtual cards, streamlined processing, better data capture



Payment

Only pay for what you use, flexible payment vehicles ('on account', virtual cards, credit cards, lodged cards)



Reconciliation

Travel expenses paired with transaction data and electronically imported into your general ledger systems

CORPORATE SOCIAL RESPONSIBILITY

Duty of care

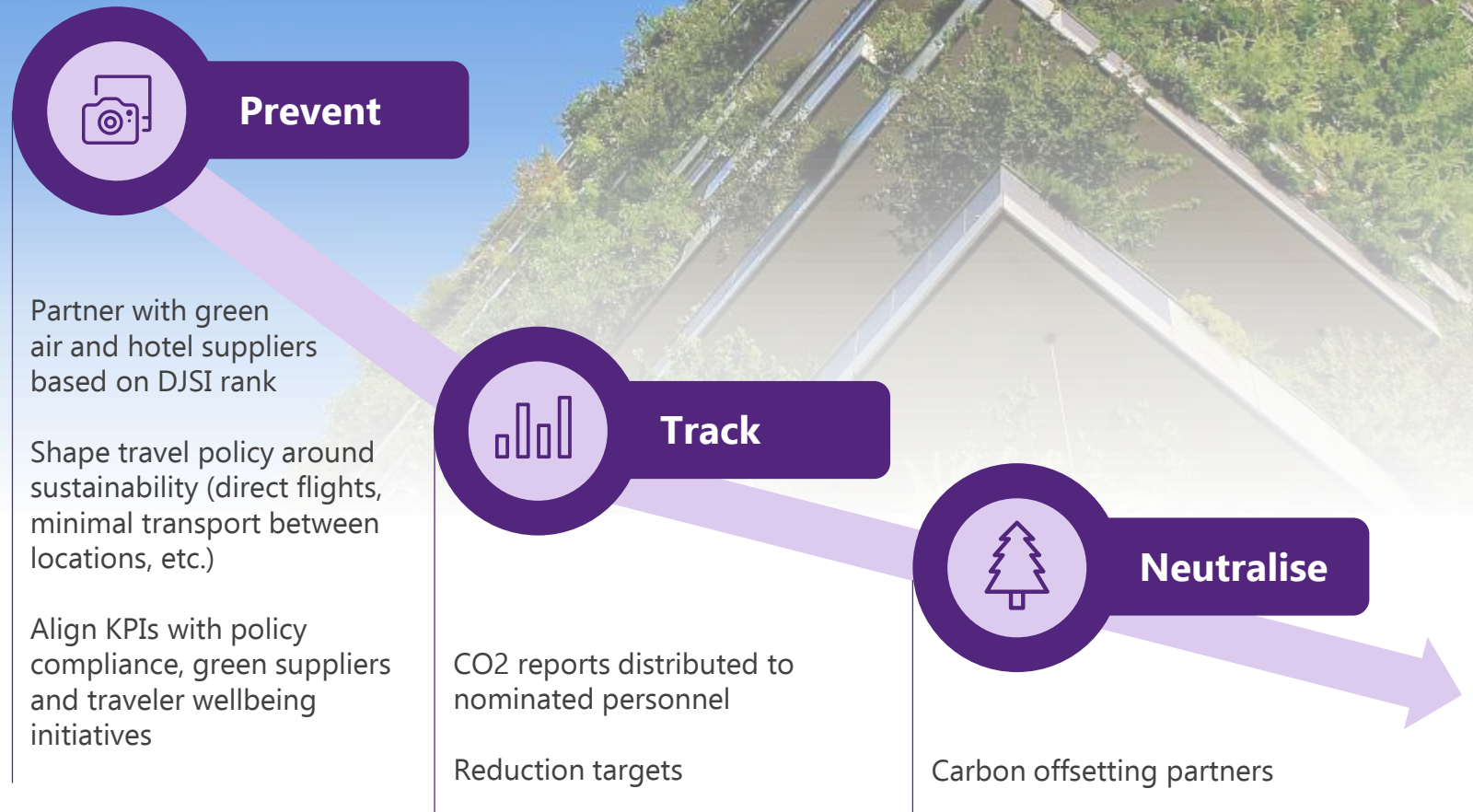
Flexible packages powered by *GuardianCare* use AI to protect travelers pre, during and post trip

	ALERTS	BASIC	ESSENTIALS	SUPREME	PINNACLE
Global travel alerts For travel managers	✓	✓	✓	✓	✓
Proximity alerts For travel managers & travelers		25k radius Risk levels 3-5	25k radius Risk levels 3-5	Customised +2 hour alert comm training	Customised for complex alert criteria
Dashboards & reports For travel managers			✓	✓	✓
Traveler tracking For travel managers			✓	✓	✓
Traveler communications For travel managers			Traveler messaging	Traveler messaging	Traveler messaging + mass comms
Location research portal For travel managers				✓	✓
Security & health assessments For travelers				✓	✓
Onsolve integration For travelers				✓	✓
Daily briefs For travel managers				✓	✓
Facility & asset management For travel managers					Customised to your requirements
Security & medical assistance For travel managers					Customised to your requirements
Virtual security ops centre For traveler managers					Customised to your requirements



CORPORATE SOCIAL RESPONSIBILITY

Sustainability



CORPORATE SOCIAL RESPONSIBILITY

Data protection



GDPR
GDPR compliant, we ensure consent is provided to gather data for travel bookings.

GDPR

Like-minded suppliers

We only work with suppliers who take data privacy as seriously as we do and conduct due diligence on each.

01

Data Protection Act 1998

We are registered data controllers and adhere to the eight principles of data protection in all that we do.

02

03

PCI-DDS

Our level 4 merchant status ensures your payment information is fully protected.

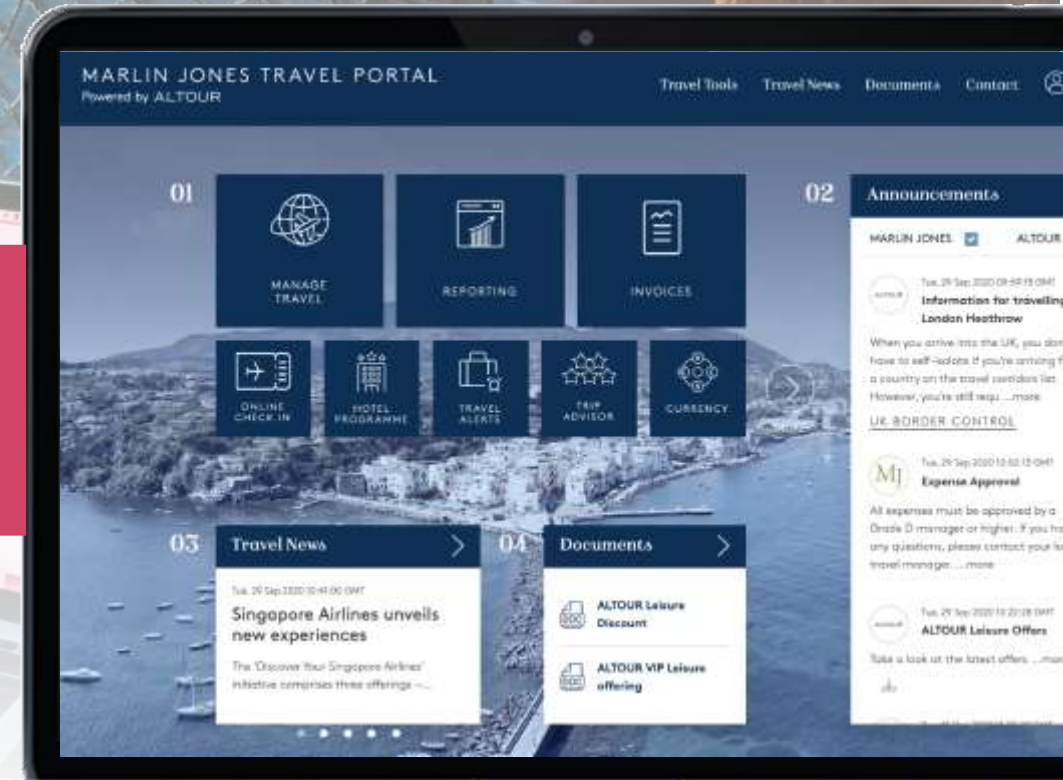
04

TECHNOLOGY

Portal

PROFILE MANAGEMENT | REPORTING | INVOICES | TRAVELER
SAFETY SERVICES | NEWS & ANNOUNCEMENTS

Customised central repository
for all travel tools



TECHNOLOGY

Online booking tool



SAP Concur 



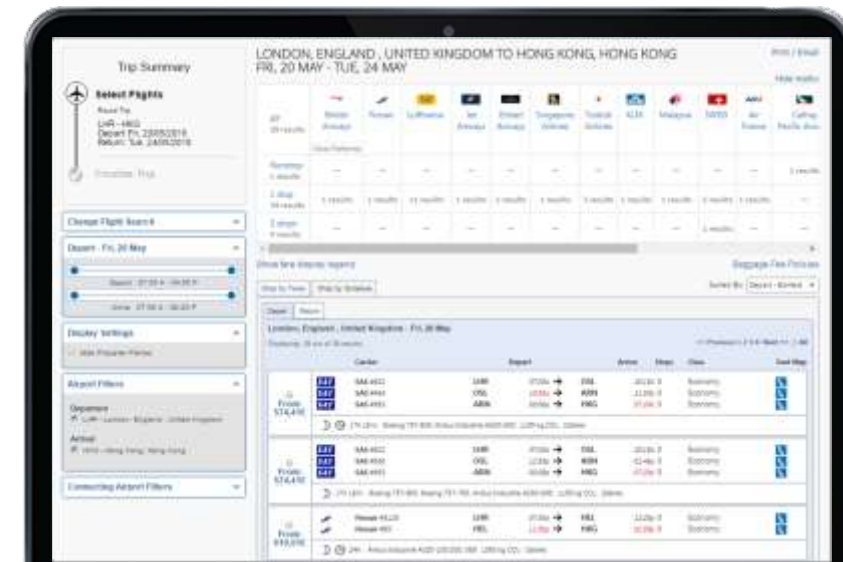
Single sign on with integrated access to preferred suppliers / rates



Policy compliance made easy

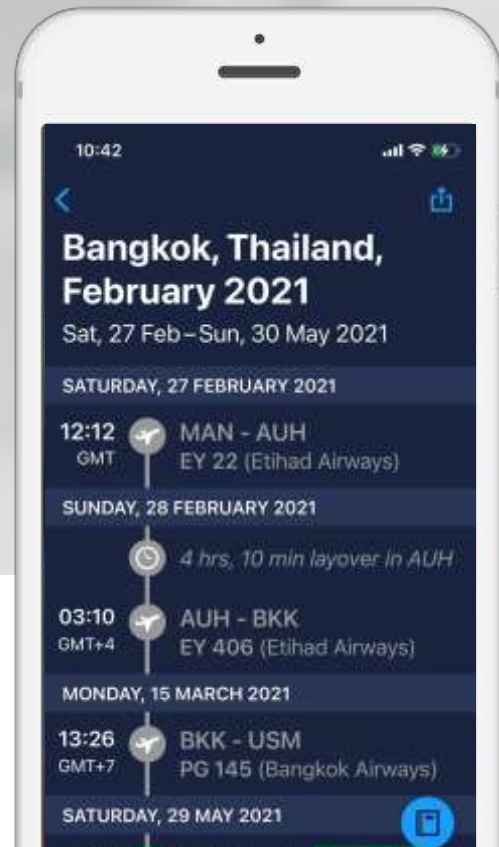


Interactive itineraries and mobile optimized interfaces



TECHNOLOGY

Mobile application



Book flights, trains & hotels or add to existing itineraries



View itineraries and receive automated flight status updates



Enter new expenses, link photographic receipts and submit claims



Approve travel requests and expense claims



SAP Concur

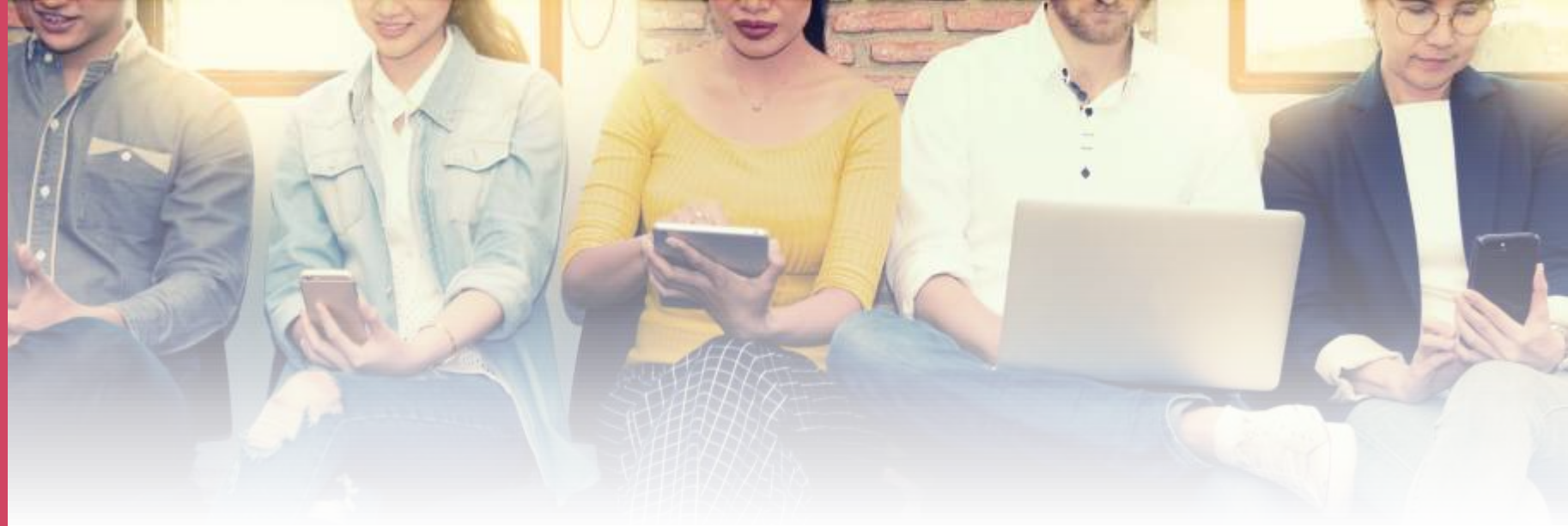


Available on the
App Store

ANDROID APP ON
Google Play

TECHNOLOGY

Online booking tool



Pre-trip and multi-level approvals



Richest source of integrated content



Improves process efficiency



Open API development architecture

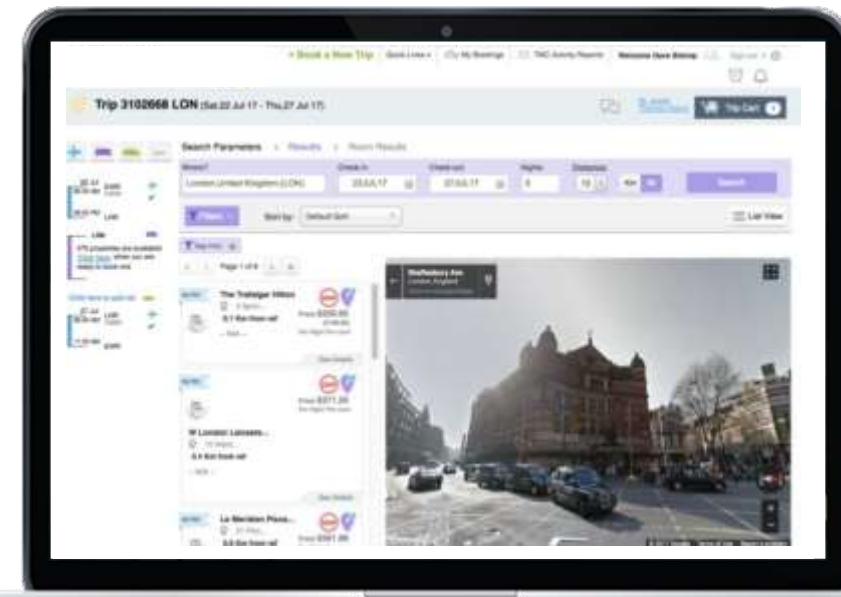


Designed to optimise user experience



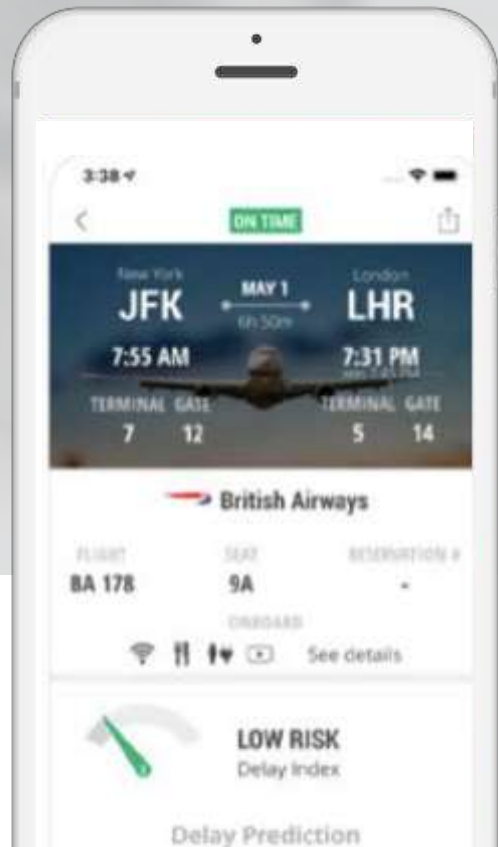
NDC enabled, combating distribution disruption

atriis



TECHNOLOGY

Mobile application



View all trip details, even offline



Receive automated alerts for early check-in, flight status and predictive delay risk



Discover popular nearby restaurants and attractions



Directly message your dedicated travel agent



Receive traveler safety alerts and enable in-trip GPS tracking in case of an incident



mtrip



GLOBAL PARTNERSHIPS

Breadth



\$4bn

Global buying power

85+

Countries serviced

Internova **ALTOUR**
TRAVEL GROUP



65K+

Travel professionals

30+

Years servicing multinational customers

GLOBAL PARTNERSHIPS

Consolidation

Economies of scale



Centralised data



Benefits of consolidation

Process efficiency



Uniformed service levels





THANK YOU.

www.taketwotravelsolutions.com



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