



Uniglobe Travel



The opportunity

Business travellers today rely on technology to keep the stress levels down. Usually, the only time they'll want to speak to their agent when they're away is if something goes wrong or plans change. Travel Management Company membership group Uniglobe wanted to give their customers' more control; to provide them with tools for a hassle-free journey every time. Their new app gives them everything they'll ever need right in the palm of their hand.



The solution

Using Amadeus' fully customisable **m-Power technology**, Uniglobe's Director of Technology, Trevor Edwards created Trip Access. Everything their travellers' need for truly unruffled business trips are now in one place. As soon as a booking is made, it's pushed to the traveller so they can receive all their trip details including flight information and confirmations for their car rental and accommodation bookings. They can check in online, access departure gate information, arrange taxis and access handy in-destination services.

Because everything is automated, it means the client gets notified of any schedule changes immediately. This is a better customer experience and it cuts down the amount of time that Uniglobe's teams have to touch the booking so a real win-win for everyone.

"The beauty of Trip Access is the simplicity of it. The Facebook style timeline lets travellers' access essential itinerary information for every trip they've had in one simple swipe. Every time they open the app the most current version will be there for them. Having the latest information in their hands gives them a smooth and hassle-free journey and that's what we aim to do. That's our goal."

Lance Goodson, Owner of Uniglobe Carter

"Why mobile? We're all mobile nowadays; a minimum of one smart phone and everything is app based. With Amadeus m-Power we found the product that right's for us."

Patrick Hoof, Vice President & Director of Operations

True Stories of Transformation

Imagine what the best travel app in the world could look like?

Mobile has changed the way we travel for the better. It's not too late to stake your claim and make a name for yourself in this channel. But that means choosing the right app for your business.

