

Key Travel

Key Travel is an award-winning international travel management company, specialising in the humanitarian, faith and education sectors since 1980. Key Travel has helped their clients overcome the complexities of their unique travel requirements for over 35 years, using sector expertise, technology and unique products to anticipate their needs and simplify the process, delivering a tailored travel experience.



The challenge

The world can be an unpredictable place and when the unpredicted happens, it can leave those involved feeling vulnerable, disoriented and uncertain of what to do. Travel disruption caused by bad weather, strikes, health scares or security risks can be stressful for any traveller. It is vital for the travel manager to be on top of any situation and provide real-time assistance no matter where in the world they are.



The solution

In partnership with Amadeus, Key Travel offer their customers Amadeus Mobile Messenger – a web-based tracking and risk management application complete with an app that gives total peace of mind for both travellers and security managers.

Using permission-based GPS tracking through the customer's smart phone, Amadeus Mobile Messenger lets you track, monitor and stay in touch with customers on the go. It gives travellers extra reassurance that if there is an issue, they can be located and reached through push notification, SMS or email to receive assistance when it really counts.

Watch the video



The easy-to-use web based interface allows you to track the movements of individuals or large groups through a real-time global map. You can zoom in, pinpoint their exact location and use auto-messaging for groups, or one to one communications and provide service on the spot whenever required.

Risk intelligence is key for you to anticipate or manage the unexpected. Leading security analysts all around the globe deliver relevant risk information according to a traveller's location in near to real-time. This information can either be communicated automatically or pushed to travellers when required.

A Flight Monitor also provides live flight status and tracking for up-to-the-minute information and prompt action in case of cancellation or delay.



True Stories of Transformation

Locate, communicate and assist your travellers at the touch of a button

Adverse weather conditions, security risks, health scares. Whatever life throws at you Key Travel can use a long standing capability to quickly find customers wherever they are in the world and extend a helping hand when it really matters.

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Amadeus Mobile Messenger allows key Travel to provide efficient incident management, with all the information their clients need in a single tool to identify, analyse and assist their travellers without delay.

“Through our experience and leadership in managing high risk travel, Key Travel was the first TMC in the not-for-profit sector to make Mobile Messenger available to our clients and also integrated in to our own crisis response. Mobile Messenger answers the challenges in duty of care faced by our clients with an ever more global travel footprint and is well-equipped to contribute to any travel risk management programme”

**Saranjit Soor, Chief Technology Officer
Key Travel**

Nottingham Trent University case study

Key Travel's client, Nottingham Trent University, prides itself as being one of the most sustainable universities in the world and has over 27,000 students, many of whom travel overseas regularly as part of their studies. On the morning of 22nd March 2016, a member of the teaching staff was due to be in transit at Brussels Airport when a terrorist incident occurred. Dean Scaife, Contract Manager at NTU, explains how the tool became a vital part of their duty of care toolkit.

How did Mobile Messenger help?

“From the tracking tool, I was able to identify that the University had a member of staff travelling to the airport. As the Amadeus Mobile Messenger system includes the flight details including times, I was able to identify that they had already left the airport prior to the incidents at the airport and was already on their connecting flight. Without that level of detail, the University would not have been able to locate the traveller and know they were safe within minutes of the incident.”

What other benefits do you get from Amadeus Mobile Messenger?

“The capability to communicate via text with travellers and staff members and request an accurate pin location. It's an easy-to-use tool to login and conduct a quick check of any staff in a particular location or country.”

How has it helped you with Duty of Care towards travellers?

“This tool provides the University with a practical and easy to manage tracking tool, which complements the University Duty of Care procedures. This tool is an additional step to previous procedures and enables one central location of travel plans.”

