

# Introducing Travelport Trip Assist

An innovative mobile solution ensuring TMCs stay relevant and connected to the ultra-connected business traveller of today.

## Market leading mobile solution

Travelport Digital provides an industry leading mobile travel platform and product set that allows TMCs to meet and exceed the demands of the hyper mobile business traveller. Using Travelport Trip Assist TMCs can engage with business travellers through innovative and personalised mobile travel services at every touch point throughout the travel lifecycle.

Travelport Trip Assist provides TMCs with a premium mobile offering which includes end-to-end trip management, sophisticated itinerary management, calendar synch capabilities, real-time travel updates, air ancillary bookings and live agent interaction ensuring business travellers stay productive, organised and better informed as they travel.

## Specialist experience & expertise

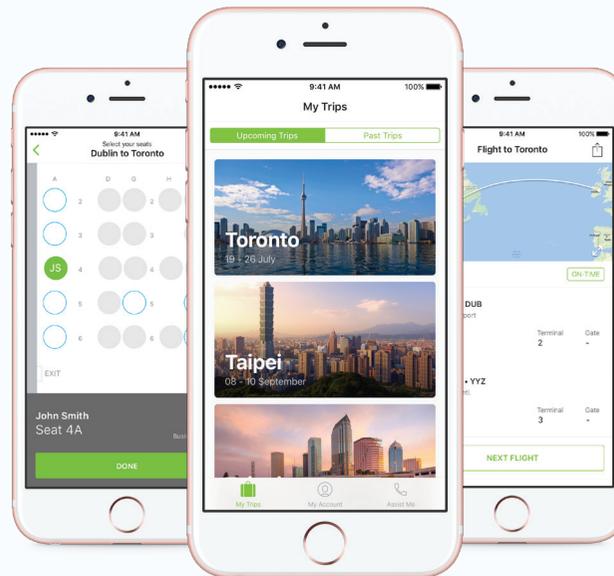
We understand the need for TMCs to stay relevant and connected to the business traveller by offering more engaging mobile experiences. As the world's largest dedicated mobile and digital travel solutions provider Travelport Digital have remained a first mover in this space, continually demonstrating innovation in mobile travel technology for Tier 1 travel brands worldwide.

Travelport Trip Assist encompasses all of our deep industry understanding along with the best practice from our experience working with Tier 1 TMCs worldwide to provide a more engaging, high-performing mobile solution that keeps the TMCs travel brand at the forefront of mobile technology.

## Centered around the TMCs brand

Travelport Digital helps TMCs to differentiate themselves in the marketplace by providing a highly configurable mobile offering that accurately reflects their brand identity and ensures consistency across all digital touchpoints.

Leveraging the best practice in mobile usability Travelport Trip Assist provides TMCs with the platform to establish strong brand connections directly with their business travellers ensuring they not only become the first point of reference when travelling but also a trusted travel advisor.



## Helping overcome TMC challenges

### Retaining the traveller relationship

Ensure business travellers stay in your travel programme by 'joining the dots' throughout the entire business trip with a seamless mobile travel experience that provides comprehensive itinerary management, day of travel assistance, profile management, real-time in-trip messaging, import non TMC trip details, live agent chat, disruption management and more.

### Reducing operational costs

Self-serve features such as air modify, day of travel assistance, live agent chat and disruption management enables TMC's to reduce call durations and ensure travel agents can focus on more specialist enquiries.

### Maintaining brand experience

The consumerisation of travel has created a need for TMCs to differentiate their mobile experience. Travelport Trip Assist offers TMCs a premium, branded user experience in a critical digital channel leading to higher engagement, improved customer satisfaction and brand recognition.

### Staying competitive on mobile

Become a 'mobile first' TMC with a world class solution built by the market leading provider of mobile solutions in travel. With regular product releases Travelport Trip Assist will ensure TMCs stay at the forefront of mobile technology.

### Removing the influence of intermediaries

Regain ownership of valuable business traveller relationships by providing robust itinerary management and self-serve features direct to the business traveller.

## Travelport Trip Assist features

### ✔ Sophisticated itinerary management

End-to-end mobile itinerary management providing easy to follow trip summaries that update automatically. Our flexible itinerary solution addresses the core needs of the traveller and provides a centralised location for all trip related information.

### ✔ Trip alerts

Real-time trip updates and tailored trip messaging including departures, gate changes, cancellations and diversions.

### ✔ Calendar sync & trip sharing

Enable business travellers to synch their calendars and share with colleagues, family and friends to provide a more comprehensive view of their daily schedule.

### ✔ Corporate messaging

Flexible and configurable messaging that enables the TMC to reflect the communication requirements and brand tone of voice of their corporate clients.

### ✔ Click to call

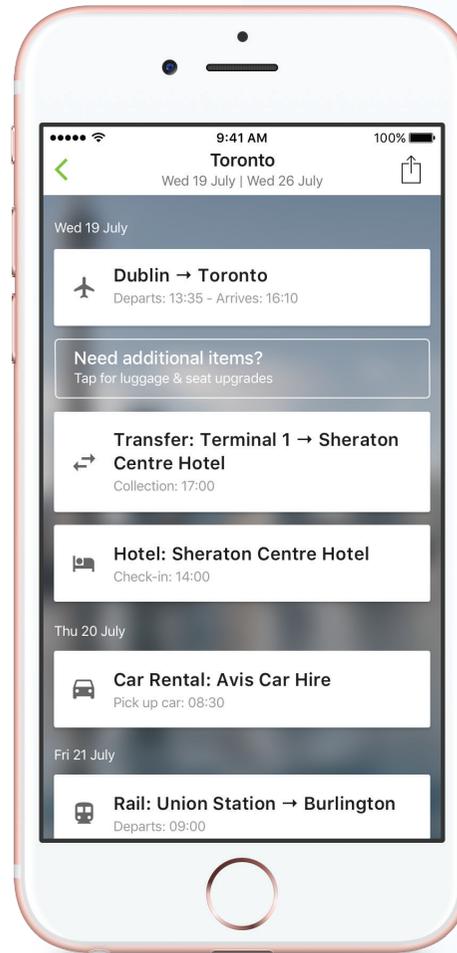
Provide the business traveller with real-time support by providing direct contact to an agent at the click of a button.

### ✔ Select your seat

Reduce the amount of agent calls by providing a non-intrusive service via mobile that allows business travellers to choose their seat directly from the app.

### ✔ Available offline

All itinerary content can be accessed offline with alerts and updates automatically returning once connectivity is restored.



## Benefits for TMCs



### Premium mobile experience at an attractive price

Provide a market leading mobile solution that embodies all of Travelport Digital's experience with Tier 1 TMC brands and deliver to the specific needs of the business traveller.



### Reduction in operational costs

Give the business traveller more control by providing self serve features within the app that reduce the volume of agent calls and ensure agents optimize their time on more complex traveller queries.



### Ownership of the digital brand experience

Highly configurable solution that delivers a uniquely branded mobile experience that reflects the TMCs brand identity and ensures consistency across all of the TMCs digital touchpoints.



### Reduced risk vs in-house development

Ensure a greater likelihood of success and reduce costs by leveraging a mobile solution that encompasses existing industry best practice, specialist expertise and a product roadmap that keeps the TMC at the forefront of technology.



### Speed to market & faster ROI

With a more productized, modular approach Travelport Trip Assist provides TMCs with a mobile solution that can be delivered quickly and reduces the time to value.



### Greater customer engagement

Keep the business traveller engaged with the TMCs travel programme by offering a mobile solution that meets their needs and provides regular touchpoints at the right time throughout the travel cycle.

Clients  
we work  
with include

**CAPITA** | Travel and events

**BCD** travel

**TRAVEL**  
BEYOND THE ORDINARY

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