

Insight. Action. Results.

Client Success Spotlight Panel

is a world leading travel technology and services provider offering more than twenty software utilities for online booking, reservation, data intelligence, and process automation. We provide patented savings maximization solutions, travel analytics consulting practice, extended management services to travel buyers all over the world. We complement all of these offerings with

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**John Broaddus,
VP Channel Sales & Alliances,
TRX, Inc.**

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TRX Success Criteria

It is our objective to provide **great value** to our clients by helping them **take costs out** of their business, improve the **efficiency** of their operations and **gain better insights** to make decisions that drive **superior outcomes** and improves their **bottom-line performance**.

TRX's Keys To Client Success



Did we help you save money?



Did we help you become more efficient?



Did we help you gain better insights?



Did we help you accomplish your objectives?

Meet our Success Spotlight Panel



Tim Arnold
Director - Technology Solutions
Travel and Transport



Doug Weeks
Director, Global Sourcing
Booz & Company



Mike Morelli
Director, Vendor Management
Expedia



Fernando Velazquez
Regional Operations Manager
Despegar.Inc, UY



TandT Leverages TRX for Booking & Travel Reporting

CHALLENGE(S)

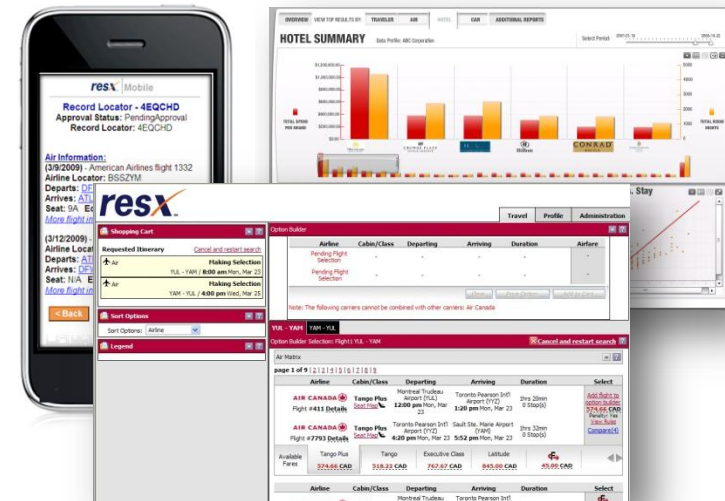
- Providing corporate clients with flexible, customizable, online booking portal for domestic trips.
- Providing integrated travel reporting to customers across multiple travel agencies.

SOLUTION(S) – Booking & Data Intelligence

- TRX implemented RESX®, an industry leading corporate booking solution and the TRAVELTRAX® data intelligence solution to provide booking and reporting capabilities.

RESULTS

- Strong online adoption levels of 65% to 80%.
- Cost effective solution with robust capabilities.
- Robust reporting system that can be utilized to consolidate global travel data across multiple travel agencies.



TRX Delivers Unified Travel Reporting Solution to Booz&Co



“...with TRAVELTRAX, we can finally monitor and measure our complete program spend on a continual basis, simply, quickly, and accurately - regardless of agency source, currency, or geography...”

**Doug Weeks, Director, Global Sourcing & Travel,
Booz & Company.**



CHALLENGE(S)

- Integrated data consolidation and reporting solution needed to better manage a diversified portfolio of travel agencies around the globe, supporting 57 offices and over 3,000 travelers.

SOLUTION(S) – Data Intelligence

- TRX implemented the TRAVELTRAX data intelligence solution.

RESULTS

- Centralized, integrated reporting capability of travel and expense data from six global and regional travel management companies and several credit card issuers.
- Improved ability to monitor and track travel expenditures.

Expedia Uncovers New Efficiency Improvement Opportunities with TRX

CHALLENGE(S)

- Travel agency management and productivity

SOLUTION(S) – Mid-Office, BPO, Workflow Management

- TRX was selected as part of an RFP source selection process when Expedia was still a part of Microsoft, 10+ years ago. And has implemented CORREX, SELEX Agent Tools, Settlement & Reconciliation, and TRX Queue Manager.

RESULTS

- Improved efficiency
- Reduced costs
- Ability to scale
- Increased visibility

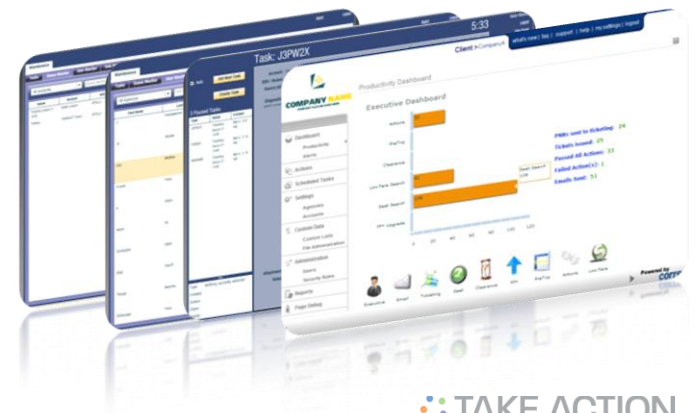


“...TRX has been an integral part of our organization since we began. Their expertise in global travel operations has helped us expand our global brand while delivering high quality results....”

Kerri Landeis, Vice President, Global Supply Operations for Expedia, Inc.

“...Creative, Respectful, and Effective.”

Mike Morelli, Director, Vendor Management, Expedia



Despegar.com Automates and Saves with TRX



El mejor precio para su viaje

“... We chose **TRX** as our mid-office partner due to their reputation and global experience.... We believe we've found the right partner in TRX...”

Martin Rastellino, Chief Operating Officer of Despegar.com



CHALLENGE(S)

- Cost effectively adding scale, efficiency and automation to meet the growing demands our business operations and very diverse ticketing processes.

SOLUTION(S) – Mid-office & Business Process Management

- TRX implemented the CORREX mid office solution and later the TRX Queue Manager solution which is in the early stages of deployment.

RESULTS

“CORREX has not only allowed us to seamlessly scale our ticketing operations at unparalleled rates, but also has reduced errors and provided a much better service level all the while reducing human interaction and costs. QM has been a great integration to visualize, distribute and report on workflow.” --

Fernando Velazquez Regional Operations Manager, Despegar.Inc, UY

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TRX Client Success Questionnaire