



Company Name: **Micros Travel**

Reference Number: 31

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Best Self-Booking Tool

Company Name:

Micros Travel

Type of tool and application(s):

SABSCorporate is a unique online booking tool for the corporate traveller that aggregates content, availability and pricing from the TMC's preferred booking tools and content providers, thus re-defining "Single Sign On" portals.

SABSCorporate currently aggregates content from Sabre, Galileo, Worldspan, Evolvi and Conferma and it's scalability allows any third party booking tool with an API or XML to be integrated as per the TMCs or corporate clients requirements.

Adoption rate:

Currently 73 accounts are live with in excess of 10,000 bookings per month being processed.

In not more than 100 words, why does this particular self-booking tool qualify for this award?

SABSCorporate, winner of the Travel technology Europe Innovation Awards 2010 & 2011, is revolutionising the way corporate travellers book online.

SABSCorporate is the only tool on the market that simultaneously searches for corresponding Air, Rail and Hotel availability and displays pricing and availability on one screen.

The system's intelligence engine also "auto-packages" the most cost effective flight, rail journey and hotel whilst taking into account fares and rates, booking fees, carbon cost, man hour cost and corporate policy.

SABSCorporate truly is a revolutionary corporate booking tool that is turning heads in the corporate travel arena.

When was it introduced?

BETA February 2010, Live Launch February 2011



What is the extent of the MI that can be provided?

An online MI interface is available to both the TMC and the Corporate client. A complete library of reports are available including, but not limited to:

- Compliance reports
- Total spend
- Rail, AIR & Hotel Cost savings
- Carbon spend

Combining SABSCorporate with Micros' mid/back office system, Traveller, gives the TMC and the corporate client a complete overview of all travel booked on and off line.

What training is available for users?

System training is available on-site at the TMC or corporate's offices and can also be made available online.

With the majority of installations the TMC themselves have run the training sessions for their client.

Is there a telephone/online helpline?

Yes, Mon-Fri 9am-5.30pm

Are there any innovative or unique features?

SABSCorporate is the only commercially available online booking tool that shows costs and availability of all corresponding Air, Rail and Hotels in one screen.

SABSCorporate's rail booking facility displays three fare types - Returns, Two Singles and Splits. SABSCorporate is the only system on the market that has the ability to search for and display journey's where split ticketing is most cost effective.

The system's intelligence engine also auto-packages together the most cost effective flight, rail journey and hotel whilst taking into account fares and rates, booking fees, carbon cost, man hour cost and corporate policy.

Are there any value-added features?

The world at your fingertips at the click of a button. SABSCorporate allows you to book each and every element of your journey including hotels, flights, rail and taxis: quite literally taking you door to door in one simple online visit.

The ability to monitor and manage the carbon footprint of your journey.

The facility to calculate how much a trip will cost your business in terms of man hours.



A reduction in the time and cost associated with administering your travel requirements.

Real-time access to the inventories of the world's leading travel providers making sure you're always offered the cheapest rates available.

Intelligent analysis of your journey calculating the holistic cost across different transport modes. This empowers you to decide which transport mode to use – is that air journey REALLY cheaper than the train when all factors are considered?

Intelligent packaging: SABSCorporate analyses your journey options and suggests cheaper off-peak alternatives including overnight accommodation when it detects that an expensive, peak fare is being booked.

Intelligent ticketing solutions: SABSCorporate analyses your journey and possible ticketing combinations. For example it will suggest you break your rail journey into multiple tickets to take advantage of off-peak and commuter tariffs where they exist.

How flexible is the tool for adaptation to individual client needs?

Extremely, the system has been built with adaption and scalability in mind. The system can be completely client and/or agency branded and coloured. The integration of third party content is simple and the intelligence engine allows complete configuration of business rules, policy and travel policy.

Customer satisfaction rating – how is this measured and what figure is available for the past year, compared with the previous year*.

Quarterly client focus groups are arranged where both TMC's and Corporates are invited to attend and suggest improvements to the system. Client satisfaction is currently estimated to be in excess of 95%. The system is always undergoing improvement based on the TMC's and their Corporate's requests.

Finally, is there anything you would like to add to support your case that has not been covered above? You may also wish to upload a case study (use File to upload button below).

A selection of customer statements have been provided below to support the success of SABSCorporate:

“Many people claim leading edge technology in their sales patter, often the words are a cliché and the reality is somewhat different.

The team at MICROS have truly delivered a product that is not only leading edge but is one that will turn heads in the commercial travel market.”

Ian Wotton, Redfern Travel



"As an organisation, the Arts Council has made a commitment to the 10/10 policy. We can now easily monitor the environmental impact of our travel through SABSCorporate which provides a means of embedding environmental awareness and good practice across the organisation. Since moving to SABSCorporate, we have achieved a 39.7% saving on our rail travel costs over just 3 months."

Terry Larkin, Head of Facilities, Arts Council England

"Our previous process for booking travel was time-consuming and arduous. Implementing SABSCorporate has enabled us to dramatically improve the booking process. Rather than booking each element individually, we now book full itineraries in one easy transaction in a fraction of the time it used to take"

Travel Manager, Company name withheld