



## Getting the edge: Orbit World Travel harnesses the power of air ticket change automation

Orbit World Travel is an Australian travel management company owned and operated by local travel experts with global knowledge. Their vision is to become the travel management company of choice through delivering proactive travel advisory and providing seamless and future-focused travel technology solutions to their corporate clients.

**80% time reduction** by consultants on ticket changes\*

**Enhanced satisfaction** from corporate clients\*

\*See page 4 for additional information

## The challenges



In the fiercely competitive travel industry, Orbit World Travel recognizes the importance of establishing some points of differentiation and exploring enhanced approaches to deliver service technology. Their goal is to distinguish themselves from numerous Travel Management Companies (TMCs) in the industry competing for the attention of corporate clients. The company is committed to prioritizing innovation, striving to improve processes and deliver tangible value to their corporate clients through their travel platform.

Orbit World Travel grappled with two main challenges that needed addressing to enhance competitiveness in the marketplace and provide seamless, convenient service to their corporate clients:

### Reduce time spent on ticket changes

Orbit World Travel faced a lot of occasions where travelers at the airport urgently required last-minute changes to catch an earlier flight. This situation was both stressful and demanding for air travel consultants, as they must manually perform various tasks to accommodate these changes. These tasks include interpreting fare rules, booking the new flight, calculating fare changes, taxes, and cost, ensuring accuracy before issuing the ticket, and then manually processing the reissue. For domestic flights, basic reissues typically took agents 2 to 3 minutes, while complex reissues involving partially flown tickets can take 5 to 10 minutes. This process extended to 15 to 20 minutes for international reissues.

### Enhance service quality for corporate clients

Reducing the time spent by consultants on ticket changes was essential for Orbit World Travel to improve customer satisfaction and enhance response times. They aimed at relieving their experienced staff from these tasks so they could focus on other aspects of service delivery, such as attending to corporate clients and providing traveler assistance.

Orbit World Travel also faced challenges in adapting to evolving airline rules and regulations regarding ticket changes. Ensuring accuracy in calculations and maximizing cost savings for corporate clients was another area where they aimed to enhance their service delivery and provide added value to their customers.

*“Amadeus Ticket Changer has really reduced the time that our consultants take to reissue tickets. For domestic flights, basic reissues required agents to spend 2 to 3 minutes reading fare rules, recalculating fares, and ensuring that everything was correct before ticket issuance. Complex domestic reissues could take 5 to 10 minutes, and this extended to 15 to 20 minutes for international flights. With Amadeus Ticket Changer, we’ve been able to reduce that to around 20 seconds, which represents a time reduction of at least 80%.”*

**Michael Chase-Smith**  
**Executive Director, Orbit World Travel**

## The solution

### Amadeus Ticket Changer



In 2009, Orbit World Travel partnered with Amadeus, attracted by its innovative solutions and seamless integration capabilities, aiming to enhance their proprietary travel technology solutions for corporate clients. Over the last years, this partnership has evolved, leading to an industry-leading travel management platform renowned for its robust components and integrations, particularly with Amadeus GDS and the Orbit e-travel management system.

Since adopting Amadeus Ticket Changer in 2014, Orbit World Travel has realized the following benefits:

#### Greater efficiencies

Amadeus Ticket Changer has transformed the way Orbit World Travel staff handle ticket change requests by automating laborious tasks such as interpreting airline fares, and calculating taxes, change fees, and additional collections. With Amadeus Ticket Changer, consultants are now empowered to process travelers' requests in a matter of seconds.

Moreover, Amadeus Ticket Changer solutions enable Orbit World Travel to swiftly provide information about fare changes, taxes, and change fees to corporate travelers, thereby expediting response times to travelers.

#### Enhanced customer experience

Since integrating Amadeus Ticket Changer, consultants at Orbit World Travel have noticed a significant boost in their productivity across various service areas, particularly in assisting corporate travelers.

Additionally, the implementation of Amadeus Ticket Changer has enabled them to maximize cost savings for their corporate clients without the hassle. When handling ticket changes, the tool automatically identifies both the old and the new fare structures, recalculates fares and taxes, and ensures that the correct amounts are actually ticketed. This translates to substantial savings for their clients - sometimes resulting in refunds exceeding 570 dollars - showcasing their expertise in the field.

*"Our experienced staff can now be spending time on the other areas of service delivery looking after our clients, not wasting time on trying to interpret fare rules and doing manual calculations of fares and taxes. This has been a great efficiency improvement for us, so we can really use our staff far more effectively."*

**Michael Chase-Smith**  
**Executive Director, Orbit World Travel**

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## The real success

### 80% time reduction

#### by consultants on ticket changes

Amadeus Ticket Changer has significantly reduced the time required for air travel consultants to process ticket changes. Tasks that previously took 2 to 3 minutes for basic reissues of domestic flights, 5 to 10 minutes for complex domestic reissues, and 15 to 20 minutes for international reissues can now be completed in as little as 20 seconds. This impressive improvement marks a time reduction of at least 80%.

### Enhanced satisfaction

#### from corporate clients

Orbit World Travel can now allocate their experienced staff more effectively, allowing them to dedicate more time to serving corporate clients and providing traveler assistance. Amadeus Ticket Changer has also enhanced Orbit World Travel's proficiency in managing ticket changes, ensuring maximum cost savings for corporate clients.

# It's how travel works

# smoother.