



# Customer Testimonial

## TEHTFS Global

**Sabre® CentralCommand WITH AGRESSO DELIVERS AGILE PLATFORM TO WORLD LEADER IN TRAVEL FULFILLMENT SERVICES PROVIDING SKY-HIGH GROWTH PROSPECTS**

### Overview

Most companies today are facing increasing competition, constant business change and thin profit margins. One company, TEH TFS Global a division of Tour East Holidays Inc., depended on Agresso to provide an agile software platform for needed functional and reporting requirements. After a rapid implementation cycle, Agresso has helped to streamline business processes and facilitate reporting cycles to positively impact business efficiency, business costs and compliance efforts.

### The Business Need

The TEH TFS Global division, based in Toronto, provides services for online travel fulfillment. In June of 2007, the company went live with the Sabre® CentralCommand with Agresso software platform in conjunction with Agresso Reporting and Agresso Web Reporting products. Agresso worked closely with TEH TFS Global to deliver a fast installation, relying on strong out of the box capabilities and inherent platform agility. The successful software installation was achieved in a short 6-week implementation cycle and remained on budget.

A key advantage of the *CentralCommand* product is the demonstrated ability to handle changing business requirements and also handle large volumes of transactions which are necessary in a growing business environment said Ravi Kumar, Vice President, Corporate Development at TEH TFS Global. Businesses that rely on the ability of software to handle changing needs are companies that Agresso calls BLINC –Business Living in Change™.

“We decided to find a system that could handle our need for capacity and business growth,” said Kumar. “We have a growing demand for

transacting large volumes of travel requests and associated reporting requirements.”

The power and flexibility of the Agresso Travel platform allows TEH TFS Global to handle many clients in this outsourcing business model, including one of the largest online travel companies in the world.



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TEH TFS Global is currently handling millions of transactions annually with Agresso without having to make a larger capital investment to modify systems or increase server capacity.

### Empowering Users Within the Enterprise

TEH TFS Global also needed reporting capabilities from both a financial reporting aspect as well as a travel industry regulatory aspect. *Agresso* was able to implement and construct the product to provide specialized compliance reports in the short 6-month implementation cycle.

TEH TFS Global uses the BSP (Billing and Settlement Plan) in Canada which is a system designed

to simplify ticketing, reporting and payment procedures by the IATA (International Air Transportation Association). There are financial and accounting reporting and reconciliation requirements that the company must follow to be in compliance with BSP procedures.

The Agresso system allows this reporting in a faster and cheaper method than previously employed reporting methods.

"Our previous way of producing certain reports had us paying for each report that we ran," said Kumar. "We run many reports for invoicing purposes so the costs multiply quickly."

### Accounting for the Details

The Agresso system has also allowed TEH TFS Global to customize reporting capabilities for their own unique accounting requirements such as tracking price changes on file, gathering and retrieving files or determining differences between old and new ticket prices.

The accounting capabilities also enable the company to pull data from all sources to customize reports. This allows for both monthly accounting reports but also internal reports for auditing purposes, which can address Federal and other compliance issues.

### Growing the Company with Agresso

Because of the continued success of *CentralCommand* with Agresso, the product set is seen as a key factor in the company's ongoing growth plans.

"Agresso is useful to expand our footprint and enables us to go after larger contracts to grow our business around transaction processing," said Kumar.

With the capabilities that Agresso is providing and the ongoing trend toward Web-based, online travel processing, the business prospects that *CentralCommand* is providing TEH TFS Global are sky-high.

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### About TEH TFS Global

TEH TFS Global is one of the few world leaders in Travel Fulfillment Services. Dedicated to distinctive quality in the development and implementation of global travel transaction processing services and information, its service-oriented culture is a powerful advantage.

TEH TFS is an outsource service that offers users all the advantages of its global expertise. Clients quickly see the benefits of its years invested in the fulfillment business by serving Travel Operators.



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