



*At the Front Edge of Travel Purchasing*

## Guest Travel Solution

**SureWare Travel Hub™** offers a range of integration services for the effective management and control of corporate travel for non-employee and guest travelers. When it comes to guest type travel—not one size fits all. For non-employees traveling on behalf of your company, it is important to minimize their out of pockets costs, have simple and easy-to-use service workflows that create a positive image of your company while meeting a specific business need. All fully aligned with providing an efficient process and framework for your company to track and control these costs for financial management purposes.

SureWare has over 20 years of experience collaborating with Travel Management Companies (TMC) and Concur to improve the management of corporate travel programs. Using this expertise to create service & financial benefits that met the business goals of our corporate customers.

## Financial Benefits:

- ◇ Negotiations
  - Simplify role of TMC
  - To lower overall fees and cost of change
- ◇ Workflow Savings
  - Increase online adoption
  - Reducing transaction related fees
- ◇ Financial Settlement
  - Streamline payments and reduce errors
  - More efficient use of finance resources

## Services Based Architecture:

### *Guest Travel Services*

- ◇ *Web App for Guest Services*
  - Via Self-Registration
  - By Traveler Bookers
  - For Employee Sponsor
- ◇ *Concur Integration*
  - Data Synchronization with Concur
  - Linked into TMC reservation systems
  - Seamless SSO Concur
- ◇ *Financial Tracking*
  - Default coding by 'Site'
  - Custom fields managed by Bookers
  - By Sponsor associations
- ◇ *Payment & Settlement*
  - Rules based form of payment
  - Realtime payment sync into Concur
  - Virtual Payment integration

## Service Benefits:

- ◇ Flexible Workflow Options
  - To support a range of end users
  - Including guests, bookers and sponsors
- ◇ Better user experience for Guests
  - Simplify workflows on the guest and booker
  - Reduce out-of-pocket costs for travel
- ◇ Data Ownership
  - Control privacy of non-employee information
  - More transparent TMC relationships

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## Services Based Architecture

<b>Profile Exchange API's</b>	<b>The Profile Exchange™ is a proprietary services platform for integrating with third-party systems. This service pulls or pushes traveler profile data with third-party systems.</b>
<b>Payment Exchange API's</b>	<b>The Payment Exchange™ is a proprietary services platform to support the integration and creation of virtual card payments into point-of-sale and point-of-service applications</b>
<b>HR Feed Processing</b>	<b>Service to integrate data from any corporate HR system and to update employee travel profiles and drive updates to other travel supply chain systems.</b>
<b>Corporate Payment Systems</b>	<b>Comprehensive tools for integrating preferred corporate payment methods, including the creation and real-time integration of virtual cards into bookings.</b>
<b>Profile Consolidation</b>	<b>SureWare provides a wide range of expertise in supporting customers in the capture and importing of employee personal data like travel documents, loyalty programs and preferences.</b>
<b>Ticket Recovery</b>	<b>Audit and tracking services focused on recovering funds for tickets unused, as industry statistics estimate that 10-15% of airline ticket purchased go unused.</b>

SureWare Travel Hub™ is in use by some of the world's largest global organizations in the retail, financial, healthcare, technology, consulting services, and travel management sectors. Over 4,000 customers rely on SureWare to empower their corporate travel programs including global travel management agencies and Fortune 500 corporations.

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