



✦ Sabre Travel Network

Netviewer has been integrated into the booking software MySabre+merlin as used by over 6,000 travel agencies in Germany. Travel agents can now contact the MySabre+merlin Service Centre directly for technical support when operating the booking software, or for the activation of new features. The service-centre employee sees the screen content of the travel agent via Netviewer. Answering questions and supplying assistance is now much faster than with the old method using only the telephone; "What can you see on your screen, now?"

::: The task at hand

The internet-based booking portal MySabre+merlin offers travel agents direct access to more than 400 airlines, around 60,000 hotels, 160 tour operators, 53 car rental companies and other rail, ferry and cruising companies. The booking platform enables the travel agents to concentrate fully on selling. These travel experts are not IT specialists. Thus, the question of the best possible customer support was important to the portal operator, whose customers vary from mobile agents to travel agency chains and co-operations.

A requirement for the solution was that it had to be internet-based. The program also had to be in a position to access remote computers so that the service-centre employee could take control of the travel agent's PC for remote maintenance purposes. The third condition for the solution: The support software had to work through firewalls and with various methods of accessing the internet. Last but not least: The solution should function without problem even with poor or low-bandwidth internet connections, such as with modem or ISDN.

Apart from the technical requirements, another decisive criterion was the licensing model for the required support solution: The former system used data links via leased lines to the data processing centre and each travel agent had to purchase a licence for the support tool. Although it is still essential for the travel agencies to have access to support via internet, only around 20 per cent of them actually make use of the technical assistance. The new solution was to be available to the travel agencies without the need of purchasing a licence in advance.



::: Sabre Travel Network

Sabre Travel Network, a Sabre Holdings company, connects travel buyers and sellers through the world's largest global distribution system (GDS). Its products and services make well informed experts of more than 56,000 travel agents worldwide. Originally developed in 1960, the Sabre GDS was the first system to connect the buyers and sellers of travel.

Today the system includes more than 400 airlines, approximately 60,000 hotels, 53 car rental companies, nine cruise lines, 36 railroads and 232 tour operators. Sabre Holdings Corporation (www.sabre-holdings.com) is a world leader in travel commerce. Sabre is traded on the New York Stock Exchange (NYSE: TSG).

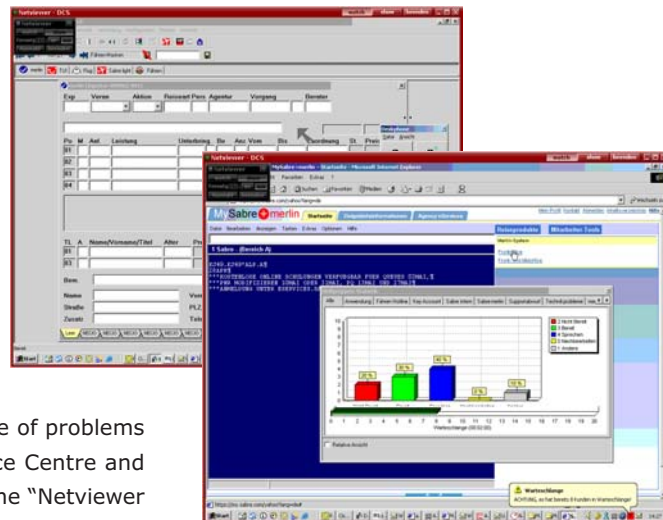


::: The solution

Netviewer was the solution that met all of the requirements. No costs arise for the travel agents thanks to the connection via internet and the economical licensing model that only incurs costs for the Consultant program at the Service Centre.

Even the travel agencies with slower internet connections can take full advantage of the Support as Netviewer does not require large bandwidths.

Today, Netviewer is full integrated into MySabre+merlin. In case of problems with the booking portal, the travel agent telephones the Service Centre and clicks on the button "Service Centre" in the booking software. The "Netviewer Remote Maintenance Program" window opens up, the program starts and visual contact is established to the Service Centre. The Support employee immediately sees the content of the caller's screen, which makes the usual and often complicated description of the problem simply unnecessary. If required, the direction of view can be changed too: This allows the Service Centre employee to demonstrate to the travel agent directly on screen exactly what measures are to be taken to reach the desired goal.



::: Conclusion

In Netviewer, Sabre Travel Network successfully found a support solution that met all of the prerequisites. For Carsten Fischer, responsible for the Hotline at MySabre+merlin, the main advantages of Netviewer are "the short call times and the universal nature of the solution that works over any internet connection. Offering fast help to the travel agents increases customer satisfaction and also reduces the costs of the Service Centre Helpdesk."

For the travel agents, Netviewer is a simple support solution that is fully integrated into their booking software. An attractive feature is the licensing model; this considers the fact that only a small proportion of travel agents actually need online support. This means that the travel agents can make use of online help without having to purchase licences in advance.

::: At a glance

- ☒ Simple and full integration of Netviewer into the booking portal MySabre+merlin
- ☒ The practical licensing model considers the fact that just a small proportion of customers actually make use of the online support
- ☒ Universal solution that works over any internet connection
- ☒ Improved trouble shooting as the Support employee sees the same screen as the customer
- ☒ Better customer satisfaction since the travel agencies receive help faster
- ☒ Reduced call times which lead to significant savings in costs