

Sabre CentralCommand with Agresso Case Study

TEHTFS Global

Most companies today are facing increasing competition, constant business change and thin profit margins. One company, TEHTFS Global, a division of Tour East Holidays Inc., depended on Agresso to provide an agile software platform for needed functional and reporting requirements.

Overview

Agresso has helped to streamline business processes and facilitate reporting cycles to positively impact business efficiency, business costs and compliance efforts.

TEHTFS Global is one of the few world leaders in Travel Fulfilment 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.

TEHTFS (www.tehtfsglobal.com) 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 fulfilment business by serving Travel Operators.

Handling millions of transactions annually

The TEHTFS Global division, based in Toronto, provides services for online travel fulfilment. In June of 2007, the company went live with the Sabre® CentralCommandSM with Agresso software platform in conjunction with Agresso Reporting and Agresso Web Reporting products. UNIT4 Business Software worked closely with TEHTFS Global to put their solution in place - on schedule and on budget - relying on strong 'out of the box' capabilities and inherent platform agility.

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 TEHTFS



Global. Businesses that rely on the ability of software to handle changing needs are companies that UNIT4 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 TEHTFS Global to handle many clients in this outsourcing business model, including one of the largest online travel companies in the world. TEHTFS 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

TEHTFS Global also needed reporting capabilities from both a financial reporting aspect as well as a travel industry regulatory aspect. UNIT4 was able to implement and construct the product to provide these specialized compliance reports, as part of the implementation cycle.

TEHTFS 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 TEHTFS 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

Due to the continued success of CentralCommand, 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 TEHTFS Global are sky-high.

About Sabre Travel Network®

Sabre Travel Network®, a Sabre Holdings® Company provides the most comprehensive travel procurement solutions for corporate travel and end-to-end solutions for leisure travel. The Sabre GDS is the foundation for these solutions, providing a ready-built efficient marketplace that connects travel suppliers, including hundreds of airlines and thousands of hotels, with more than 55,000 travel agency locations.

About UNIT4 Business Software

UNIT4 Business Software is the North American subsidiary of UNIT4, a global business software and services company that creates, provides and supports software for Businesses Living IN Change – delivered via the cloud or on-premise. We offer solutions that help these fast-changing public, private, non-profit and higher education organizations embrace business change – simply, quickly and cost-effectively.

Our Enterprise Resource Planning (ERP) suite, UNIT4 Agresso, is ideal for people- and service-centric organizations that face ongoing pressure to respond to change. Agresso users are able to make system changes themselves, without re-implementing or incurring external IT or services costs, benefiting from post-implementation agility, independence and control.

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