

Case Study - TravelStore, Inc.

Travel Store is a winner with ECS®

Challenge

Finding ways to reduce cost and increase revenue is always a daunting task. Just ask Osvaldo Ramos, Executive VP and CFO of TravelStore, Inc.

Agents were not always invoicing their hotels and we felt that we were somehow leaving money on the table. Additionally, our existing commission recovery provider was actually costing us money in the long run.

Solution

eCommission Solutions (ECS®) provided us with the alternative by capturing the car and hotel segments at the point of sale vs. the back office.

We were then able to accurately capture all of our automated and passive segments including modifications via "SnapShot".

ECS® offers tracking from the point of sale through to the traveler's point of departure to make sure payments to vendors end up generating commissions.

Having the ability to receive e-files and have our payments posted dramatically, reduces our time to check the information to only a couple hours

Having the ability to receive electronic files reduces our time to check the information to only a couple hours.

In addition, the On-line Reporting provides access to on-demand data for managing our business expectations of vendors and agents.

Not only do the reports give an overall view on our agent and client productivity but also *profitability*. This is a new and unique perspective. It's not just about revenue recovery but the enhanced value of the data with integrity it brings to our management tools



"If you want to save money with a program on steroids, give your hotel commission recovery program to ECS®. The monies you'll save paying mainstream consolidation only providers and other hotel commission clearing house will more than pay for ECS' transaction fee while increasing your commission performance."

*Osvaldo Ramos
Executive Vice President/CFO
TravelStore, Inc*

"Increasing Revenue, Reducing Costs, That's ECS®!"

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Agency Metrics

Corporate	65%
Leisure	35%
Volume	\$200M
Employees	260
Results	
Excellent	ROI
Labor Reduction	40%

Results

The TravelStore was able to take on more business without taking on more personnel. "What used to take over 16 man hours per week is now reduced by 40%" per Osvaldo Ramos, Executive Vice President with the TravelStore. In fact, the TravelStore is only a few in the nation that is employee owned and operated. Finding the right technology solution says a lot about their employee's commitment to reduce expense and increase our revenue.

***Example:** With a mid-size agency that typically books 3,000 hotel segments a month, ECS® proprietary technology finds and identifies an average of 600 hotel segments that are missing from back office records, and may have gone uncollected. Of those 600 missing segments, an average of 25%, or 150, will require dunning/invoicing activity. The average commission recovered at \$22.60 per segment - the recovery on the missing 600 segments delivers incremental **additional** revenue of nearly \$3,390 for that period to the agency. This is revenue that you never knew you had.*

Paul Hoffmann, President of ECS® says it best. "With the incremental revenue identified and recovered with our proprietary technology the commissions of the missing segments more than often funds the entire program. TravelStore is a case in point. Everything else we do, such as the commission consolidation, GDS segment capture, reconciliation, dunning and automated invoicing, tracking, recovery and on-line reporting, is a tangible value added bonus to our clients bottom line."



**"INCREASE REVENUES,
REDUCE COSTS, THAT'S ECS®!"**

®



Paul G. Hoffmann
President

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