Merit Travel Group Reduces Agent Time Spent Processing PNRs by 90%

About Merit Travel Group

Merit Travel Group is a privately held, owner-managed company established in 1991 by its current shareholders, Michael Merrithew and Louise de Grandpré. Since 1991, Merit has grown to become the largest independent specialty travel company in Canada. More than 500 Merit travel professionals located at more than 50 offices across the country provide advice and services to more than 350,000 travelers every year.

The Challenge

Since 2008, Merit Travel Group has been successfully automating across disparate business units with the help of Concur® Compleat, allowing them to facilitate drastically different policy sets required by each unit.

During an internal audit of their business processes, Merit found agents were spending a significant amount of time on manual tasks including service fee verification, travel policy compliance, max traveler per flight tracking, commission tracking, communications archives, and PNR status tracking.

Solution

Merit decided to leverage a combination of Remote Data Access (RDA) and web services through Concur's mid-office automation platform, Compleat.

This combination provided Compleat access to their external databases and their proprietary agent dashboard, allowing Merit to validate these critical data elements. They were able to leverage data previously available only to the agent during the quality control process.

Company Name

Merit Travel Group

Concur Partnership:

Concur® Compleat

Industry

Travel Management

Company Size

450 employees

Location

Toronto, CA

Why Concur?

- Saved agent time
- Reduced errors
- Increased agent satisfsaction and confidence

The RDA and web services Merit implemented have empowered their agents to work smarter not harder. Now they can connect to and query their internal database and perform PNR checks at the point of sale such as:

- Automating travel policy compliance
- Verifying max travelers on flight
- Archiving of all traveler communications
- Tracking PNR status as it moves through workflow in real-time
- Validating accurate commission tracking
- Automating addition of service fees and vendor codes
- Validating client supplier roles
- Reducing update time for internal databases

Benefits

By using Concur's RDA and web services, Merit transitioned maintenance of key processes to their agent level, reducing turnaround time. Merit significantly reduced errors by providing the agents with real-time access to traveler and customer data. They also saw a 90% reduction in time spent by the agents processing the PNRs.

Since implementing this process, Merit Travel Group reduced agent errors, improved call quality, and increased agent satisfaction and confidence in their technology. Merit agents are now contributing new ideas to automate processes and increase both productivity and customer satisfaction.

About Concur

Concur is a leading provider of integrated travel and expense management solutions. Concur's adaptable Web-based and mobile solutions help companies and their employees control costs and save time. Learn more at www.concur.com.

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