



# Uniglobe Helps Small Agencies Realize Sizeable Returns with Concur Compleat

Providing the systems, solutions, and service to help clients maximize efficiency and optimize profitability are among Uniglobe Travel's highest priorities. By deploying the latest cloud-based technologies, including Concur® Compleat, Uniglobe offers clients and their travelers access to complete, real-time travel data anytime, anywhere.

## About Uniglobe Travel

Uniglobe Travel, a business service with \$5 billion in sales volume, is headquartered in Vancouver, Canada. Uniglobe's 700 employees and North American franchises support travelers in 60 countries in the Americas, Asia/Pacific, the Middle East, and Europe. Committed to providing clients with the best technologies on the market, the company was an early adopter of the Compleat solution. The advantages for Uniglobe are as significant as the benefits for their clients.

"When it was first released, nobody even realized what the solution was capable of. The key benefit is flexibility; Compleat is fully customizable. We have built a library of automated routines that have transformed our internal processes and saved our agents an enormous amount of time and given our clients comprehensive up-to-the-minute travel data they could not access with any other product available," says Keith Donner, Director of Travel Technology for Uniglobe Travel Western Canada.

**"With Compleat, our smaller volume clients can compete with—and surpass—agencies ten times their size."**

Keith Donner, Director of Travel Technology for Uniglobe Travel Western Canada

## Why Uniglobe Travel Uses Compleat

"With Compleat, we quickly provide potential clients with a professional looking quote in a simple e-mail including composite information and multiple options to meet their unique needs. For current clients, Compleat enables access to integrated e-ticket records with comprehensive data, even if their travel suppliers are outside of our system.



### Company Name:

Uniglobe Travel

### Solutions

Concur® Compleat

Concur® Cetas

Concur® Travel

### Industry

Travel

### Company Size

700 employees

### Location

Western Canada

### Why Concur

- Flexibility
- Time-savings
- Policy compliance
- Management of commission contracts

The system automatically checks approval status daily. Every piece of travel data for a traveler is automated, integrated, and accessible in real-time in a single record.

We have found Compleat to be an incredibly stable solution. It can do anything we ask of it; we're only limited by our own imagination. Concur® is about great ideas and great solutions."

### Ensuring Duty of Care

"Duty of Care is especially important for our clients; they are committed to traveler safety and efficient communication. Compleat links all internal and external databases, including third party providers, so that our clients can provide up-to-the-minute alerts to agents, employers, and their travelers as emergencies or special circumstances and changes occur regarding their itineraries."

### Supporting Policy Compliance

Travel booking can be confusing, even for tech savvy employees. "Compleat incorporates employers' unique travel specifications, no matter how complex. This is a huge benefit for travelers and their employers," says Keith.

"Our experience with Compleat has been great. The processing speed is amazing. We build options from the ground up to meet our client's needs. We pull alerts from multiple sources and send e-mails to travelers in milliseconds."

Keith Donner, Director of Travel Technology for Uniglobe Travel Western Canada

### Managing Commissions

"No other tool can compare when it comes to commission management. We program the commission options with an easy to use intuitive interface. Compleat validates all the possibilities and returns all the eligible options, even when commissions differ from one leg of a trip to another. With manual data management, it can take significant more time validating the information in contract documents to determine commissions."

