



## TRAVEL MANAGEMENT WITH A PERSONAL TOUCH

*“friendly, knowledgeable travel experts who understand the specialist needs of academic travel”*

# HOW WE CAN MEET YOUR BUSINESS NEEDS...

Ian Allan Travel is the preferred supplier of travel for many of the UK's higher education establishments and framework providers and so our highly skilled academic division understands the challenges you face. Today's fast paced environment requires a travel partner able to move quickly - you need access to experts who are able to offer the most relevant options, often at short notice or under pressure. so why not let us help you? Our hugely skilled academic consultants have access to the widest range of specialist fares and itineraries, combined with a wealth of experience to ultimately save you both time and money without compromising on safety or security.

## YOU

No two universities are the same in their requirements. We don't ask you to fit around us, we fit around you meaning you get only what you want when you need it.

## SERVICE

Our commitment to providing a personalised service resonates in everything we do. All of our customers deal with dedicated consultants who learn to really understand your needs.

## CHOICE

E-mail, call or book online – the choice is yours. We do not stipulate how or when you book giving you complete control and flexibility over your bookings.

## FARES FAIR

We will only offer you the most suitable options for your trip, our staff are not incentivised in any way to sell a particular airline or product.

## PRICE

In an industry consistently under the spotlight for 'hidden costs', we pride ourselves on providing clear, accurate, honest pricing which guarantees a return of investment for our customers.

## PRODUCTS

Our approach to our products sees us ask ourselves one question, "will it benefit our customers?" Online booking tools, portals, web based applications, and video training modules have all ticked that box. We continue to explore and invest in new and innovative solutions to add to our portfolio.

## DELIVERY

Our integrated, end to end systems deliver you detailed invoices and statements simplifying, re-charge, expense and finance procedures.

## PAYMENT

We work with our customers to ensure the most mutually acceptable payment solutions are achieved.

- ✓ ACADEMIC SPECIALIST
- ✓ NO1 FRAMEWORK SUPPLIER
- ✓ WORLDWIDE COVERAGE
- ✓ PURCHASE ORDER PAYMENTS
- ✓ PRE-PAID /BILLBACK HOTELS
- ✓ PASSPORT & VISA
- ✓ UK/CONTINENTAL RAIL
- ✓ ISO 14001
- ✓ 24 HOUR EMERGENCY SERVICE
- ✓ TRAVELLER TRACKING
- ✓ SPECIALIST LEISURE PROVIDER
- ✓ MEETING AND EVENTS
- ✓ DEDICATED ACCOUNT MANAGER
- ✓ CHOICE OF ONLINE BOOKING TOOL
- ✓ CARBON/MI REPORTING
- ✓ TRAVEL POLICY COMPLIANCE
- ✓ ELECTRONIC INVOICING
- ✓ CONSOLIDATED STATEMENT
- ✓ EXPENSE MANAGEMENT
- ✓ RETURN OF INVESTMENT

*"The team always give me multiple, un-biased options when I book my trips; it's a great service and one less thing for me to worry about"*

# CLEARLY VISIBLE SAVINGS FROM DAY 1...

## TIME

We promptly return your request with a variety of options and real time fares allowing you to get on, safe in the knowledge all options have been explored and you haven't spent hours searching on the web, only for fares to have expired, increased or flight opportunities to have been missed.

## MONEY

Identify and detail your spend and savings quickly and easily with our fantastic range of booking tools and MI reporting capability.

## KNOWLEDGE

Our knowledgeable consultants combined with cutting edge technology ensure that we access the widest range of real time fares and itineraries available on a global basis.

## HOLD

You have seen the flight you want but can't commit right now.... don't worry for most scheduled carriers our consultants and online tools allow you the option to hold the flight .....which means no hefty fare increases whilst you obtain your purchase order.

## DEDICATED ACCOUNT MANAGEMENT

Our dedicated account management team are your personal resource to drive down cost. Your experienced account manager will guide you through the tried and tested cost reduction methods already successfully employed by other customers, whilst seeking personalized innovative ways for you to achieve the greatest value for money

## PARTNER AGREEMENTS & LOYALTY SCHEMES

Take advantage of our exclusive partner agreements and allow us to enrol and manage your suitable loyalty schemes – typically generating returns of approximately 5% of spend and allowing other favourable discounts and benefits such as free luggage or lounge access.

## WEB SOLUTIONS

For complete control we can provide you with a choice of the best available booking tools tailored to your needs supported by our own in-house helpdesk.

## INTEGRATED SYSTEMS

Maximise efficiency by bolting on expense management capability then integrate your booking and payment systems within your finance department for complete automation, control and accurate per trip costs – wow!



***“The Uni’s team are fantastic, it’s such a relief to know they are there to manage all of the changes we have “***

# OUR HERITAGE, YOUR PEACE OF MIND

Ian Allan Travel was formed in 1964 and is a part of the Ian Allan Group of companies. As a business that has always remained as a private family owned concern, our values and approach to service has been a constant for nearly 50 years.

## A WORD FROM OUR CHAIRMAN, PAUL ALLAN . . .

"As chairman of Ian Allan Travel I am proud to introduce you to my company. . Ian Allan Travel has been managing the exacting requirements of the corporate and leisure traveller since 1964. Our customers are in many diverse fields of business and their needs are equally diverse. To all our customers we deliver on expectation, we strive to delight and we always deliver.

The travel business has increasingly become greatly automated in recent times, but it is still a people business. I firmly believe that the key to the success of my company is the Ian Allan team, a hard-working, committed group of people who excel in delivering a top notch, pertinent travel service to each of our customers, no matter the request, every time."

If you believe that travel management is not an off the shelf product, and that exceeding service levels should be standard and not the exception, why not contact us to see how Ian Allan Travel Management could benefit you and your company.

Our travel experts are waiting to add value and insight to your programme. To discuss your specific travel programme requirements and receive a free, no obligation booking trial, please don't hesitate to contact us.



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