

hotelCONNEX Custom Sourcing Solutions – Partnering with TMCs to Deliver Value

Why Outsource Sourcing?

The RFP process is a key dissatisfier for both clients and their travel management companies (TMCs); it is labor intensive and diverts resources away from the broader and more strategic needs of servicing an account. hotelCONNEX drives value by delivering better than market rates and amenities, and equips you with the reporting and analyses needed to quantify the value of the outsourced services while managing the entire process, freeing up your teams’ time to focus on other higher value efforts.

Philosophy: Objective Consultation Exclusively Focused on Client Savings and Policy Objectives

hotelCONNEX employs analysis, consulting methodologies, industry expertise, and objective advice, including how a client’s core negotiated program dovetails with the agency’s strategies so that your clients have complete hotel program coverage. Our consultation is based on analytics, integrating market trends and taking into account each client’s unique needs in terms of hotel production, savings, service, and corporate culture.

Does hotelCONNEX Provide RFP Sourcing Services or Hotel Consulting?

There are three different solutions, which vary depending on the size, scale and complexity of an individual hotel program. Regardless of what option you choose, we offer more than activity-based administration or simple processing; every phase of our solutions generates strategic value.

An Experienced Trusted Sourcing Partner

hotelCONNEX is led by an experienced travel sourcing team with a decade of combined experience and proven success in servicing demanding programs. Our team has worked directly with TMCs and corporate clients from multiple industries with various levels of travel spend.

Key Benefits - TMC

Strategic Value and Consultation	Financial Return	Efficiency
<ul style="list-style-type: none"> ✓ Hotel sourcing drives value at every stage of the process. Benefits include: <ul style="list-style-type: none"> • Building a best-in-class hotel program that benefits the traveler and the company • Integrating traveler needs • Incorporating industry best practices, analytics and market trends • Consultative analytical approach to quantify and validate value • White label to enhance client connection to your brand 	<ul style="list-style-type: none"> ✓ Positive return on investment (ROI) for client through: <ul style="list-style-type: none"> • Stronger negotiations with existing properties • Increased savings through expanded rate coverage and amenities • More savings through compliance to negotiated rates ✓ Positive ROI for TMC <ul style="list-style-type: none"> • Ability to upcharge wholesale rates <ul style="list-style-type: none"> • Flat fee or transaction fee 	<ul style="list-style-type: none"> ✓ Development of a more relevant and sustainable hotel program by: <ul style="list-style-type: none"> • Professional management by subject matter experts • Effective reporting and benchmarking measuring program performance • Ability to quantify results to senior management • Enhanced agreements through collection of better data over time

Engagement Services	Core Clients: Small, Mid-size	Comprehensive Clients: Midsize, Large Clients	Premium Clients: Large, Multinational Clients
Account set up and implementation. Includes project plan, data collection process, company profile set up	✓	✓	✓
Client facing support. Client profile and program objectives discussions	✓	✓	✓
End-to-end RFP management. Management of the entire bid process from solicitation through final acceptance	✓	✓	✓
Hotel chasing for non-responsive hotels/Renegotiation of rate	✓	✓	✓
Excel based hotel directory/Online directory (\$)	✓	✓	✓
Consultative engagement: Policy review, opportunity assessment, strategy decision model and implementation		✓	✓
Rate audit (\$), ensuring rates negotiated are loaded correctly in the GDS	✓	✓	✓
Custom reporting and benchmarking (choice of reporting options are offered)		✓	✓
White Label if you are a TMC (Minimum 500 RFPs per TMC)	✓	✓	✓
Ongoing quarterly program management (consultation and analysis)			✓
Client RFP/RFI analytics pertaining to hotel sourcing (i.e. savings opportunity analyses) (\$)	✓	✓	✓

For more information on how hotelCONNEX can provide value to your company, please contact:
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