



OVERSEE PRIMER - HOTEL

What you always wanted to ask about **Oversee**, travel spend optimization, and hotel price assurance.

INTRODUCTION

We appreciate your interest in our solutions. If you are reading this primer, you have likely joined us on a demo call or proof of concept session, and perhaps specific questions remain unanswered, or you want to have some quiet time to go over **Oversee's** offering.

Enter the **Oversee Primer – the Hotel Price Assurance edition!**

We pride ourselves on being flexible, and our solutions offer many customization possibilities. While reading this paper, please keep in mind that we limit ourselves here to give a general overview with the most common examples. As a **Oversee** customer, you will choose specific configurations, or your TMC might have selected a proven Best-Practice configuration.

Enjoy the read, and don't hesitate to contact us with additional questions!

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WHO IS OVERSEE?

Oversee is the leading travel tech company for **Travel Spend Optimization**.

Our solutions have a global and holistic reach and include **air & hotel travel price assurance** and **travel data analytics**. At Oversee, we value our **partnerships with TMCs** because we believe that the best outcomes result from close cooperation between customers, TMCs, and travel tech companies.

WHY TRAVEL SPEND OPTIMIZATION?

Travel Spend Optimization, by Oversee, is the most technologically advanced and comprehensive, end-to-end platform to **optimize your travel program's air and hotel spend**.

PRICE ASSURANCE:

Oversee's price assurance solutions turn airfare and hotel rate volatility into substantial savings and help you to increase your company's return on travel investment. Over the last decade, price fluctuations have become more prominent as airlines and hotels use dynamic pricing technology and complex algorithms to react to shifts in demand.

Our automated, data-driven platform intelligently monitors fares and rates, and **rebooks flights and hotels** whenever prices drop. And since it's all done in the background, your costs optimize themselves without disrupting your travelers — no sudden glitches in the traveler experience, no headaches for you.

TRAVEL DATA ANALYTICS / TRAVEL PROGRAM OPTIMIZATION:

Oversee's travel data analytics and recommendation engine deliver **air & hotel insights** for optimizing your travel programs and leveling up suppliers' negotiations and sourcing. Following up on Oversee's actionable insights and depending on your travel program, you can seize savings anywhere between 10% to 20%.

WITH WHOM WE WORK

Our customers are corporate travel managers and procurement leaders who seek smart, effortless savings. Willing to innovate and embrace automation, our customers ensure their travelers get the best deals for flights and hotels and make the best out of their company's travel budget. And they have another common trait: our customers want a solution that does the work for them but keeps them in control.

Oversee is proud to serve enterprises on the BTN 100 list, the most prominent travel spenders, and to help SMBs via our TMC partnerships.

And, finally, the business travelers. No road warrior should be busy searching for price drops repeatedly. Leave that up to Oversee! After booking the flight and hotel most suitable for their business needs, Oversee works to generate savings with absolutely no disruption to them.



DISCOVER HOTELSAVER – HOTEL PRICE ASSURANCE

HotelSaver is our powerful, industry-leading hotel price assurance. We invested years in perfecting our price assurance solutions to bring unparalleled flexibility and customization that genuinely support our customers' various business goals and requirements.

WHAT'S THE VALUE?

Depending on the composition of our customer's hotel travel program, our price monitoring engine **finds savings of up to 4% of a customer's annual hotel travel spend.**

KEY BENEFITS

- Zero disruption to travelers
- Like-for-Like rebooking (same hotel, itinerary, room, and bed type)
- Net savings threshold guaranteeing rebooking always pays off
- Quick and hassle-free implementation
- No implementation fees, no maintenance fees

HOW IT WORKS

- PNRs are fed to Oversee's price monitoring engine
- Based on predetermined configurations, filters, and a minimum savings threshold, Oversee dynamically searches for savings opportunities.
- Once a lower rate has been found, taking into account any cancellation and transaction fees, HotelSaver automatically rebooks the hotel reservation or informs the TMC to do so.

HOTELSAVER CUSTOMIZATION

Here is an example of our standard configuration:

- Like-for-like
 - Same room type
 - Same amenities
 - Same cancel policy
- Net savings threshold set to \$30.
- No exclusions of any PNRs or exclusions only for VIPs and C-level.

Customers who want to realize higher savings have many customization possibilities tailored to their travel policies and preferences. Optional configurations for more savings could include:

- Cancel policy modification
- Room type change
- Different amenity types

This can be customized per each market, cost center, or even by specific travelers.

WHAT GIVES OVERSEE THE EDGE?

Oversee has a clear competitive advantage because it is GDS and point-of-sale agnostic and a genuinely global solution. We have acquired experience with customers worldwide, and you will benefit from our solution's scalability, expertise, and superiority. HotelSaver is available in all global points of sale using Sabre, Travelport, or Amadeus GDSs.

Oversee's unique automation capabilities generate industry leading savings.

PRICING

HotelSaver is priced on a **success fee model**, with no additional costs or setup fees. **Savings we generate for customers are net savings realized** and are calculated after any rebooking and cancellation fees, but before applying the success fee to Oversee and the TMC.

IMPLEMENTATION

Thanks to our excellent partnerships with TMCs and our vast experience, we can make implementation hassle-free and with little to no customer involvement.

Depending on the requirements, we will customize our solutions to fit the specific needs of the customer, the systems in use, and the travel program.

ACCESS TO OVERSEE DASHBOARDS

After a company goes live with Oversee, their TMC account manager will have access to the **Oversee** platform with real-time savings dashboards, data analytics, and data export possibilities or alternatively a Monthly Savings Summary sent to allocated email addresses.

REGIONAL AVAILABILITY

Oversee has your back! Our global coverage across all global distribution systems, makes it a solution across all geographies and markets.

FREQUENTLY ASKED QUESTIONS

Can HotelSaver guarantee the same room and bed type?

Yes. HotelSaver always guarantees the same types of rooms and beds. Any rebooking is always made to the strictly defined defaults of the solution. For example, if a traveler booked a room with a view, he/she would always remain in such a room.

What does "like-for-like savings" mean?

"Like-for-like savings" are savings from lower rates for the same room type, amenities, cancellation policy, and meals. "Like-for-like" is always the default setting.

What are net savings for HotelSaver?

Net savings are the total savings a customer will enjoy after the rate is rebooked. This is an overall reduction to the entire reservation, not a nightly rate.

Net savings is the money customers would leave on the table if they were not leveraging price assurance to counter price fluctuations to their benefit.

All net savings already consider any fees applicable to the rebooking but are before deducting the success fee for Oversee or the TMC.

Is the savings threshold configurable?

This depends on the contract and settings chosen. But yes, Oversee can support customizable thresholds.

A \$30 savings threshold is prevalent.

Can I exclude a certain traveler type from HotelSaver?

This depends on the contract and settings chosen. But yes, Oversee and HotelSaver can support exclusion based on traveler type, hotel, city, etc.

Does HotelSaver shop only in the booked property, or among some wider set as well?

HotelSaver only re-shops for the same property.

Until when does HotelSaver track for lower rates?

Until 12 hours before the cancel policy starts.

What types of spend are not tracked for lower rates?

Not tracked are overall rates less than \$50 USD, prepaid rates, and bookings made less than 48 hours before check-in.

How is the traveler notified of a rebooking?

It is determined by the customer and TMC as to how they want to notify their travelers. Oversee can easily configure how travelers are notified of a **booking** if you would like them to be notified at all. Often the following path is chosen:

- Educating travelers beforehand about Oversee's services
- Send the updated itinerary to the traveler as they would receive any other booking from the TMC

Is any personal information shared with Oversee?

No. All personal information is anonymized before entering Oversee's system. In addition, Oversee does not hold any personal data in its databases, logs, or debug records.

Where is Oversee's data stored?

Oversee uses Amazon Web Services based in Ireland.

How does HotelSaver get access to the original bookings and how does that differ by booking channel?

Oversee obtains access to the bookings either via the GDS or by working on top of the TMCs' dedicated APIs. We are GDS agnostic, supporting Sabre, Amadeus, Galileo, Apollo & Worldspan, and pull multi-source data.

Who makes the changes to the booking?

The TMC determines this. Almost all TMCs have opted for an automatic rebooking approach. While a few rely on a travel counselor to assist in the rebooking process.