



We do the tech. You do the travel.



Introducing **Business Support Services** from **Open Destinations**



Benefits of **Business Support Services**

- **99.8% accuracy in administrative operations**
- **Dedicated, flexible teams led by travel industry experts**
- **Universal support across all back-office processes**
- **Bespoke solutions for your business model**
- **Timely reporting and real-time updates**

A universal support solution from travel specialists

Finding internal resource to handle ever more complex business processes is a growing challenge for businesses in the travel industry. From hotel contracting to Passenger Name Record (PNR) checking and finance transactions, managing administration demands keeping up with a rapidly changing landscape. That's why we have developed Business Support Services, a tailored universal support solution for your business ensuring that you can maintain control, reduce costs and increase efficiency.

Control costs, maintain flexibility

We provide you with a full support service, to suit your business, that has been built around many years of tried and tested methods and systems which have been proven to work for growing travel businesses. We will work with you to review your processes, advise on improvements and then get to work producing practical documentation explaining the business flow. With your vital business processes taken care of, you can focus resources where they're most needed.

With regular communication and clear budget and time allocation, your business can become more agile than ever and respond to market and demand conditions.

A trusted, dedicated support solution

With Business Support Services, our team becomes part of your team, offering full-time dedicated expertise. We can support across product management, customer service, finance administration and online reservations. We focus on the critical details to ensure that **your systems can grow as your business does**, and your data and processes are accurate, efficient, scalable and fully documented.



Business Support Services allows you to focus on your products, sales and generating revenue.

We deliver high quality communication to travellers throughout their entire trip experience: from booking, payment, confirmation and itinerary to trip information and management.

How does it work?

1. We **become experts in your business**.
2. We learn what's at its heart, and what keeps your customers coming back. We then work with you to **build a tailored support solution** based on achieving your desired outcomes, advise on improvements and then get to work producing practical documentation explaining the business flow.
3. We **support your day-to-day business processes**, improving accuracy, efficiency and affordability with a focus on where you want to see impact.

Success story: Jet2 and Jet2Holidays

Jet2Holidays is the UK's 2nd largest tour operator offering package holidays to the Mediterranean, Canary Islands and European Leisure Cities from 9 UK airports. Under the same brand is the company's commercial aviation business, Jet2.com, the 3rd largest airline in the UK, with 12 million flying customers in 2019.

It was essential that our staff could form a seamless extension of the Jet2 team, offering dedicated support and world-class services. In 2019, we were on hand to embrace the exponential growth of Jet2, positively impacting customer experience by significantly improving Productivity SLA and Average Handling Time.

“Open Destinations have impressed with their **dedication, focus and attention to detail**. They have been a pleasure to work with and have become a **valued extension** to our UK based team.”

Chris Flanagan, General Manager
Head of Customer Service & Contact Centre Support
Jet2.com & Jet2holidays



  @OpenDest

How can Open Destinations Business Support Services improve your business?

Schedule a consultation with us today
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www.opendestinations.com/business-support-services/

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