DISCOVER
OUR VISION
OF TRAVEL
WHO

WE ARE

Global expertise ● Delivered locally
OUR JOURNEY

• Founded in 1991
• First travel company in Romania to use Amadeus GDS/CRS System
• First TMC to implement and (still) run travel implant services
• One of the first 8 TMC’s to receive IATA licensing in Romania
• More than 2 decades’ market presence
• 2 branches in 2 countries (RO and MD): Bucharest and Chisinau.
• Over 320 active corporate clients on local, regional and global levels
• Over 60 highly-skilled, senior travel management consultants
• 75,000 flight segments and over 110,000 room nights in 2017
• ISO 9001, 14001, 27001 certified
KEY NUMBERS

Go Travel turnover evolution, MIL EUR

- y 2014, 13.50
- y 2015, 14.80
- y 2016, 19.50
- y 2017, 23.68

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GLOBALSTAR
PARTNER
Global approach, local impact - About GlobalStar

- 85 + countries
- 3,500 + locations
- $14 billion sales
- 16,000 + employees

Partners are selected on their outstanding reputation in their national Markets
GlobalStar is a worldwide travel management company owned and managed by local entrepreneurs, worldwide. Over 85 market leading enterprises, representing over US$14 billion in sales, combine their local expertise, strength and commitment with our global organization to deliver cohesive, multinational solutions through an innovative technology platform.
WE DELIVER
ON OUR PROMISE

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Strategic Benefits of a Consolidated Travel Management Program

- Manageable Spend
- Unmanageable Spend
- Consolidate Data
- Consolidate Suppliers
- Pre Trip
- During Trip
- After Trip
- Design
- Support
- Communicate
- Policy
- Traveler Behavior
- Leverage Spend
- Strategic
- Manageable Spend
- Unmanageable Spend

Program Optimization
Elevating your program to ‘best in class’
Strategic Benefits of a Consolidated Travel Management Program

- Cost savings through improved supplier negotiation
- Cost savings through increased usage of preferred vendors
- Consistent level of service to travelers
- Consistent application of travel policy
- More effective implementation of travel initiatives across the organization
- Improved tracking of employees for risk management

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Key Service Elements

Measured Performance, tailored specifically to each customer requirements and aimed to achieve cost-saving and corporate objectives

Budget Management
Contract Analysis
Best Practices Return on Investment
Trend Analysis
Dashboards
Benchmarking

Consolidated Data

Consolidated globally to enable actionable results
Cost containment, efficiency and quality service through the application of innovative technology is at the heart of our long-term commitment and underpins all of our services.

**Pre-Trip**
- Online and Offline Service
- Cross Market Availability
- Pre-Trip Approval

**During-Trip**
- Mobile apps
- Real-time communication & alerts
- Traveller Tracking

**Post-Trip**
- Post-Trip Reporting / Benchmarking
- Expense Management
- Surveys
INNOVATIVE TECHNOLOGY – MID-BACK OFFICE

Unified communication platform integrated with the ERP

Contact center
Multi-channel approach
Unify & Distribute
Collaborate & Control

TINA
MID-BACK OFFICE SOLUTION
CRM | FINANCIAL | REPORTING CUSTOMER PROFILES | SUPPLIER PROFILES | AUTOMATION | QUALITY CONTROL

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INNOVATIVE TECHNOLOGY – PRE-TRIP SOLUTIONS

Online and Offline Service; Cross Market Availability
Pre-Trip Approval

**Content**
- AIDA – inventory solution for tour operators and DMCs
- TBS – booking engine for content aggregation and distribution

**CSBT & rePricer**
- Corporate Self-Booking Tool
- Full content freedom designed for SME corporate customers
- Cross-market availability - rePricer

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INNOVATIVE TECHNOLOGY – DURING TRIP SOLUTIONS

TravList Mobile app; Real-time communication & alerts; Traveller Tracking

- Itinerary management
- Trip Alerts
- Departure & Delay updates
- Destination Information
- Language Translation
- Weather Updates

Travelers are at the center of your program so we put them first.

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INNOVATIVE TECHNOLOGY – POST-TRIP

Reporting / Benchmarking; Expense Management; Surveys

Top 10 external destination breakdown per total expenses

- Milan, Italy: 16.39%
- Hochst, Germany: 5.40%
- Carlisle, UK: 4.80%
- Settimo Torinese, Italy: 3.23%
- Kocaeli, Turkey: 3.12%
- Athens, Greece: 2.74%
- Antwerp, Belgium: 2.62%
- Turin, Italy: 2.74%
- Prague, Czech Rep.: 1.92%
- Others (29): 1.73%

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Global Destination breakdown per invoiced value (EUR, w/o VAT)

- Europe: 78.65%
- Intercontinental: 19.96%
- USA: 0.77%
- Domestic: 0.61%

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By keeping in close contact with clients, we clearly understand their travel management needs and help achieve their objectives.
THE PROMISE WE DELIVER

Travel policy and budget control
• For the mid-sized company, implementing a standardized travel policy can account for the largest gains: 20-25%
• Generally there are three key objectives in most travel policies:
  • Maximize identified costs saving opportunities
  • Enhance employee productivity & satisfaction
  • Monitor compliance and improve control by pre-trip approvals and post-trip reporting

Identifiable savings
• Increase advance purchase
• Use non-refundable fares
• Consider departure windows
• Accept connections
• Consider alternate airports

Supplier negotiations
• In-depth analysis of travel patterns in order to identify potential savings and preferred suppliers
• Preferred rates for specific destinations
• Incentive programs for corporate clients
• Frequent flyer benefits
THE PROMISE WE DELIVER

Service Level Agreement
- E-mail multi-quotes on all air and non-air itineraries (where applicable) within 30 minutes
- Written response to a complaint within 48 hours of receipt
- Travel Management Reports to be produced on monthly basis
- Quarterly meetings with the Account Manager

Emergency Travel
- In case of last minute, after-hour changes and emergencies while travelling,
- Go Travel provides 24 / 7 / 365 support, through emergency phone numbers.
- Emergency requests are:
  - Trips in the same day or the first part of the next day
  - Requests in week-ends and Holidays
  - Changes of the itineraries that have already started

Reporting
- Reports can be produced on a monthly, quarterly or yearly basis and include:
  - Transactions and expenditure by vendor and/or by service type
  - Top destinations
  - Top travelers
  - Average ticket price by cost center and department
  - Cost savings achieved and rejected
  - Airline route deal performance tracking
  - Usage of preferred suppliers
  - Travel policy adherence
Go Travel tools for improving policy and compliance

- Technology
- SLA implant action
- Travel survey
- Management reporting
- Smart Travel Management strategy
- Travel expense savings

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MICE
MEETINGS, INCENTIVES, CONGRESSES, EVENTS
ENGAGEMENT AS A CORNERSTONE

More than 700 events, worth more than 4.5 million Euros, organized nationally or internationally every year: Conferences, Meetings, Product launches, Team buildings or Group travel.
... more than just the usual corporate events. We go further to ensure that your relaxation starts even before the event begins, by offering professional, creative and dynamic products and services. We provide unique and diversified ideas which will transform any corporate event (in Romania or abroad) into an original and memorable experience. Most importantly, we can implement any type of concept for the event, in order to fit the client’s requested goals, budgets and timeframes.
THE CHALLENGES AS WE TICK THEIR CUSTOMIZED SOLUTIONS

Pre-event challenges
- Find the right venues
- Comprehensive database

On-site challenges
- Manage logistics and resources
- Robust workforce deployment
- Specialized assistance

Post event challenges
- Check-in delay
- Last minute changes
- Flexibility
- Attendee feedback
- Build engagement
- No calculated ROI
- Reporting

Attendee feedback
- Build engagement
- Final engagement

No calculated ROI
- Reporting
AT A GLANCE, PREVIOUS EXPERIENCE IN DELIVERABLES

Team building - DIAMOND HEIST IN LONDON

This is your chance to play the bad guy or girl as you and your fellow villains make a detailed plan to execute the perfect robbery!

Enjoy pure escapism and the chance to act as a criminal mastermind, the excitement of the raid, the tension within your gang, and the thrill of the getaway car. Have you got what it takes to steal the priceless diamonds or will you spend time behind bars!? Is your plan fail-safe or will you have to lose the cops?
Conference – Cycle Meeting

- **Number of participants:** 300
- **Location:** Alpin Hotel, Poiana Brasov
- **Included services:**
  - transport, accommodation;
  - meals, conference rooms, coffee breaks;
  - Festive dinner at Coliba Haiducilor restaurant;
  - Party at Capra Neagra club;
  - technical equipment for conference rooms.
- **On site assistance:** two people.
Event – Christmas Party

- **Number of persons:** 300
- **Location:** Alpin Hotel, Poiana Brasov
- **Theme:** Oscar Academy Awards

**Included services:**
- Christmas gifts preparation and room assignation for employees;
- Info Help Desk at the hotel entrance for participants registering, event's agenda and badge with name and surname handing;
- Transport to Poiana Brasov;
- Pre check-in accommodation on the basis of the rooming list;
- Conference rooms with all facilities included;
- Coffee Break;
- Lunch and dinner - Swedish buffet menu, drinks package;
- Festive dinner theme: famous actors rental models, live band, MC, DJ, audio-video equipment;
- Three people on-site assistance.
THANK YOU

Thank your for your attention