



BUSINESS PROCESS  
OUTSOURCING

TRX is the world leader in travel process automation and reengineering. Our BPO services provide instant scalability combined with unparalleled operational efficiency to deliver results for our clients. For more than a decade we have serviced the world's largest travel management companies, providing turn-key front, mid and back-office business process automation support.

## FRONT OFFICE

- Customer Services
- Sales, Reservations, Cancellations, and Rescheduling
- Frequent Flyer Program Management
- Help Desk & Enquiry Services

## MID OFFICE

- Fare Filing & Loading
- Fares & Ticketing
- Queue Management
- Fraud Prevention & Control
- Hotel Contract Loading
- Schedule Change

## BACK OFFICE

- Settlement & Reconciliation
- Collections
- ADM & Refunds Processing
- Commission Audits
- PNR Servicing
- Error Payout Research & Reporting

## TRX BPO services fits any-sized travel operation seeking to optimize key business processes.

Leveraging TRX's services enabled Vayama, an online international travel agency, to optimize their off-shore and on-shore human capital base to achieve a 50% improvement in cost efficiency. Through successfully reducing cost structures, automating ticketing processes and managing GDS queues TRX has helped Vayama drive substantial savings to their bottom-line.



## WHY TRX?

TRX deploys proprietary automation technology to help our clients improve business process quality, reduce costly technology infrastructures and improve overall business margins. Supporting a broad array of travel industry clientele - Traditional, Online Travel Agencies, Airlines, and other suppliers - TRX allows our clients to take full advantage of a variable cost model in uncertain, volatile business environments.

- UNMATCHED DOMAIN EXPERTISE
- PROVEN TRACK RECORD
- PLATFORM-BASED SERVICES
- GUARANTEED SAVINGS & SERVICE LEVELS

Call +1 404.929.6100, email [trxsales@trx.com](mailto:trxsales@trx.com), or visit [www.trx.com](http://www.trx.com) for more information.

**TAKE ACTION WITH TRX.**



TAKE ACTION