



AT A GLANCE

56%

INCREASE IN RECOVERY OF UNPAID COMMISSIONS IN FIRST YEAR

11.3%

INCREASE IN NUMBER OF ROOM NIGHTS PROCESSED

76%

REDUCTION IN OPERATING COSTS

ONYX SOLUTION: RECOVERPRO™ AND SURE PAY™

ABOUT OUR CLIENT

Our client, the Corporate Travel Department (CTD) of one of the largest global aircraft manufacturers, has consistently provided the highest quality travel management services as their parent company continues to grow and expand their global reach. Seeking to extend their proven record of leveraging leading products and services to enable their success, our client sought to identify the most effective hotel commission collection, reconciliation, and analytic capabilities.

THE CHALLENGE

The CTD relied heavily on internal resources and third parties to administer thousands of individual payments, along with tracking and collecting commissions, leading to high transaction and operating costs. The company also sought out full visibility and reporting for their commissionable transactions, something that was missing in their current processing workflow.

THE ONYX SOLUTION

Thanks to Onyx's relationship with more than 60,000 hotel properties and our mature tracking and recovery model, the CTD was able to improve their commission collection ratio to 98%, up from 63%, in the first 12 months of service. The Onyx global team of recovery specialists relentlessly followed up on unpaid commissions, resulting in this 56% increase.

The partnership with Onyx also resulted in 76% reduction in operating costs. This included over \$100k in third party costs plus transitioning from requiring two dedicated FTEs to manage their commission process in-house, to requiring less than 10 hours per week in employee resources with Onyx's Sure Pay solution.

Onyx CenterSource's reporting portal and client focused analytic services provide the CTD with business intelligence spanning the entire life cycle from booking, confirmation, and through payment better enabling their booking process, contract negotiations, and pricing models.

Ready to get more commissions faster? Visit us today at

OnyxCenterSource.com

