



Groups Next Gen

The ultimate system for managing and automating group bookings.

Encourage quote conversions



Shop, book, amend (pre & post ticket!), pay and ticket online with real-time pricing provided by connections to your PSS.

Transform customer support



Vastly improved response times and a wealth of automations reduces your resourcing requirements and allows teams to focus on delivering great service.

Improve yield



Configurable controls and compliance services keep group bookings in line with revenue management objectives.

Maximise visibility



Our suite of analytics, including standard and bespoke reporting options, helps you to keep tabs on your groups business.

Drive extra revenue



Sell ancillaries via Groups Next Gen, including paid seating, meals and baggage, as well as handling complex Out of Date Range flights, MICE and Series requests.



Case study

Scenario

The airline had lost ground to a competitor in the group travel market and wanted to focus on improving efficiencies and growing revenue.

Gateway

After a successful proposal for an automated group travel solution, we successfully launched the software including:

- ① Implementing Groups Next Gen (GNG) as Software as a Service, including joint discovery workshops, development and testing.
- ① Branding the system to airline requirements, including a front-end agency website.
- ① Full training and ongoing support, including a dedicated Partnership Manager.

Outcome

- ① Quote turnaround times transformed from four days to instant online responses.
- ① Agency users were able to self-manage bookings from start to finish, leading to dramatically improved satisfaction and engagement scores.
- ① Significantly increased market share for the airline.
- ① Significant increased group ticket revenue.

Groups Market Place

Give your customers the tools to manage your airline's group quotes online, all in one place.



Maximise sales



Groups Market Place streamlines quote and booking management to increase efficiency and increase conversions.

Enhance service



The easy-to-use portal provides a better user experience, leading to greater engagement.

Optimise efficiency



Users can track and store group quotes all in one place, allowing faster and more efficient workflows.

Scale as you wish



We're experienced in handling global markets, allowing you to scale as needed.

Increase visibility

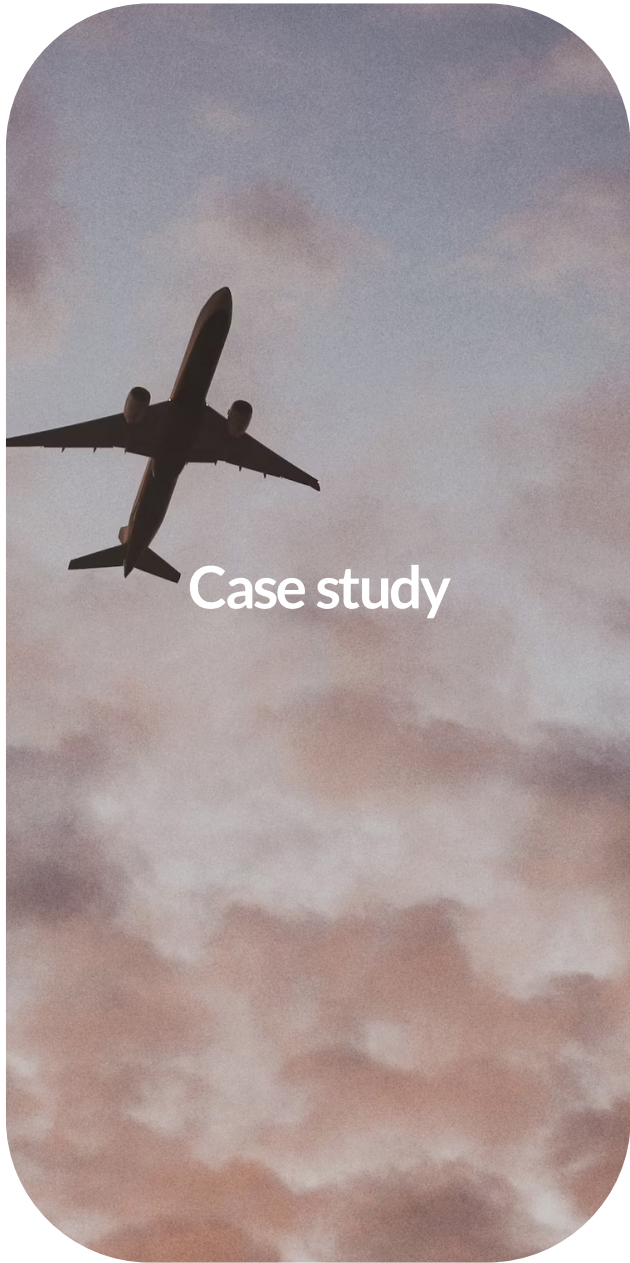


Transparent KPI reporting allows full visibility and simple performance monitoring.

Integrate swiftly



With no need to connect directly to your PSS, you can be up and running with Groups Market Place quickly.



Case study

Scenario

In order to improve waiting times and service customers more effectively, the airline wanted to enhance their groups service with a technology solution.

Gateway

We took over the service, handling all legacy and new bookings for the airline's groups department. The solution included:

- ① We took over the service, handling all group travel (including legacy and new bookings) for the airline's group bookings. The solution includes:
- ① Taking over the running of the airline's contact centre with a dedicated, groups-experienced team to handle legacy and new bookings.
- ① Branding and tailoring Groups Market Place to the airline's needs, including market-specific currencies.
- ① Allocating an in-house trainer to become an expert in the airline's product and processes.

Outcome

- ① The service was implemented rapidly, within two months of initial discussions.
- ① Turnaround times on group quotes are vastly improved.
- ① Quote conversions increased to 66% in the first month.
- ① Great customer feedback on service speed and quality.