infinite gateways

Expert outsourcing for airlines

Have you ever wanted to service your partners more effectively or explore a new operational project, but don't have the time, budget or resources to bring it to life?

That's where we come in.

We've been working with airlines, tour operators and travel agents for two decades, combining Lime & Aviate's expertise in providing airline industry services with Calrom's groundbreaking software solutions.

The result? A suite of outsourcing solutions, or Gateways, built on our unique insights, branded to you and tailored directly to the needs of you and your customers.

Let us help you increase your market presence with very little capital expenditure.

InfiniteGateways

Whether you'd like to fully outsource a project or simply want to integrate our software, we work with you to tailor our Gateways to your needs.

1 | **Trade flights booking system**
Future-proof your business with our bespoke trade Flights system.

2 | **Groups Next Gen**
Transform group bookings with a fully automated end-to-end booking process.

3 | **Groups Market Place**
Take the first step to automation with online group quote management.

4 | **Staff resourcing**
Harness our specialist support for ad-hoc or ongoing projects.

5 | **Bespoke solutions**
We're open to bespoke options, having delivered a huge variety of projects in the past. Chat to us about what you have in mind - we'd love to make it happen!
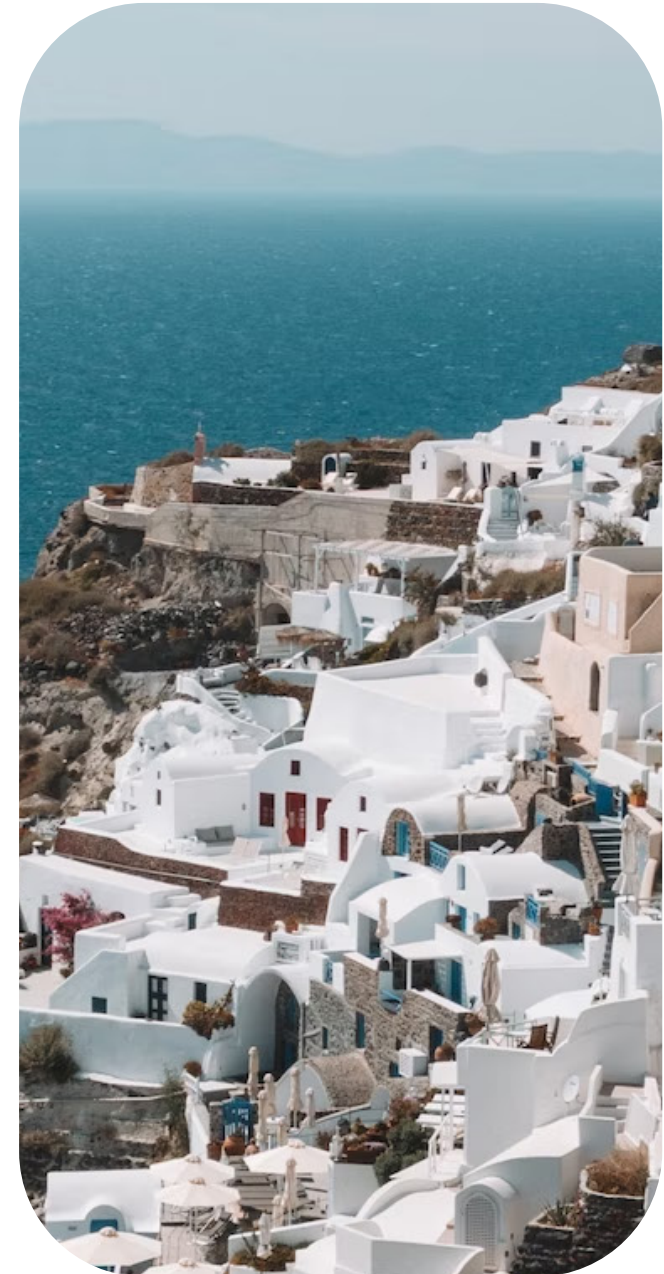
Trade flights booking system

Our platform that's ready for NDC-connectivity at your pace – now that's a valuable investment into your future.

Drive revenue
Non-managed accounts have easy access to create bookings online 24/7, creating more opportunities for booking growth.

Improve service
Customers can easily quote, book, manage, pay and ticket airfares online with ease, thanks to the system's mass of automations.

Optimise effectiveness
By removing time-consuming account management from your teams, they can focus on proactive sales more effectively.
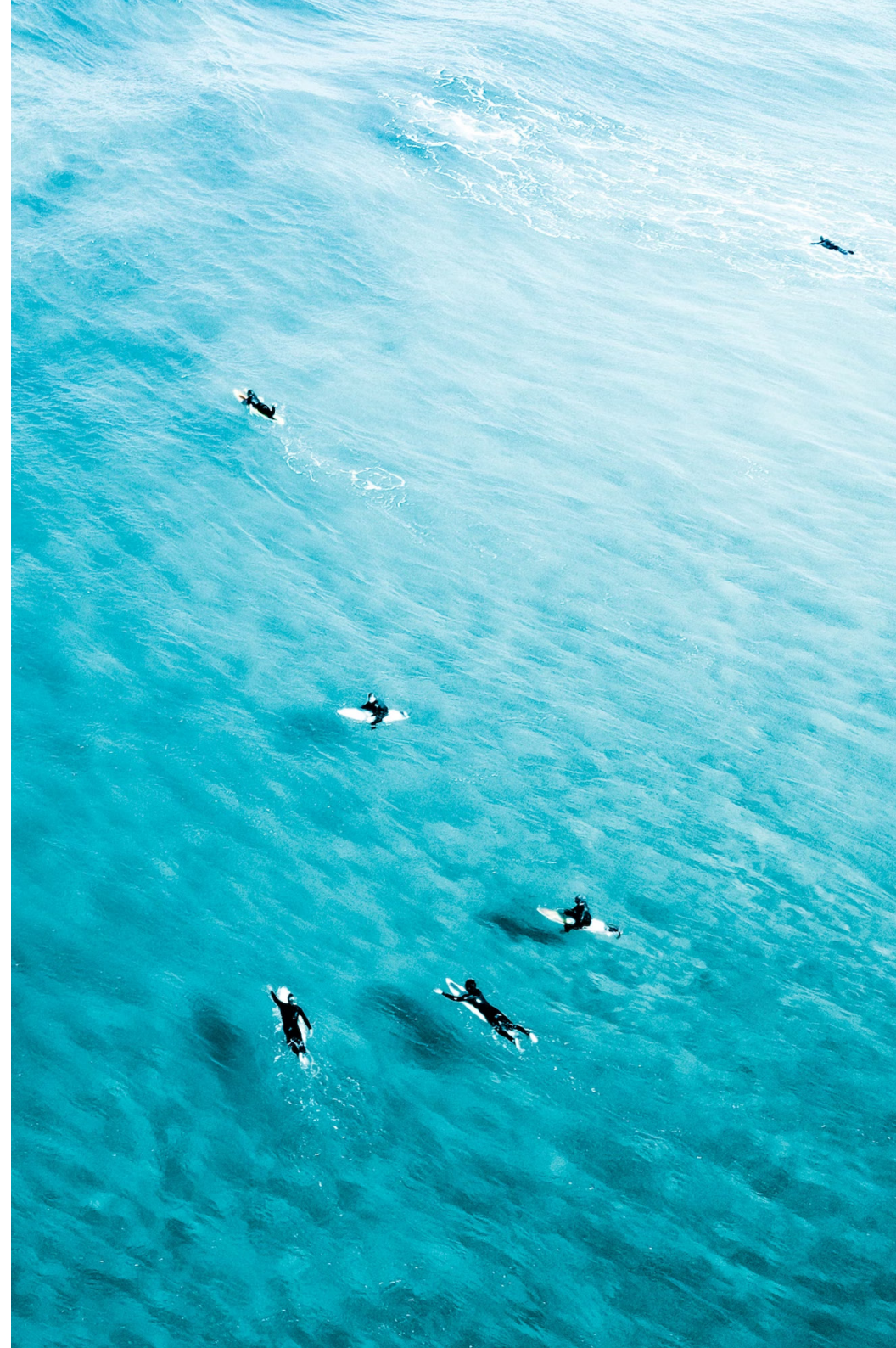
Reduce costs
Along with reducing your GDS distribution costs, you'll be able to ensure mass-market NDC adoption immediately – or whenever you're ready.

Ensure compliance
By funnelling bookings through one central source, it's far easier for you to make sure they comply with sales policies.

Case study

Scenario
The airline wanted to increase online sales and widen market reach for their in-house consolidator brand, whilst reducing costs.

Gateway
We took over the running of the brand, based on a proposal covering operations, technology, marketing and financial considerations. The solution included:

› Creation of a new fully branded website and tailored Flights booking system, allowing the provision of more online services and back-office system integration.

› Dedicated teams including Sales, Customer Support and Marketing.

› Service fee and commercial agreement structures for key accounts.

Outcome

› No upfront costs and reduced costs overall.

› Business was transferred with no loss of continuity.

› Online bookings increased from 20% to 80% of total business.

› The system is ready to adopt NDC at the airline's pace.

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:

› Implementing Groups Next Gen (GNG) as Software as a Service, including joint discovery workshops, development and testing.

› Branding the system to airline requirements, including a front-end agency website.

› Full training and ongoing support, including a dedicated Partnership Manager.

Outcome

› Quote turnaround times transformed from four days to instant online responses.

› Agency users were able to self-manage bookings from start to finish, leading to dramatically improved satisfaction and engagement scores.

› Significantly increased market share for the airline.

› 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.
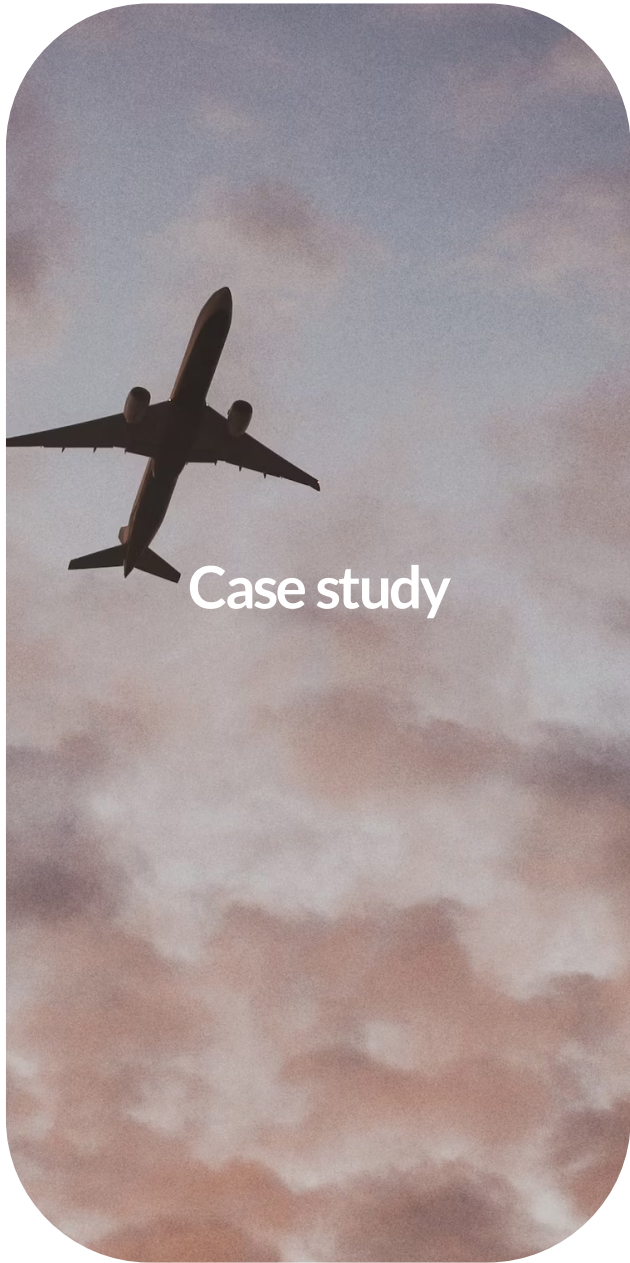
Increase visibility
Transparent KPI reporting allows full visibility and simple performance monitoring.

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
With the goal to improve waiting times and service customers more effectively, the airline was searching for an experienced groups team to manage their UK & Ireland bookings.

Gateway
We took over the service, handling all group travel for the airline. The solution includes:

› Ringfencing an expert team to the airline for the handling of all new and legacy group bookings.

› Introducing Groups Market Place to the airline's top customers, with tailored adjustments to the airline's requirements such as branding and market-specific currencies.

› Allocating an in-house trainer to become an expert in the airline's product and processes.

Outcome

› The service was implemented rapidly, within two months of initial discussions.

› Turnaround times on group quotes are vastly improved.

› Quote conversions increased to 66% in the first month.

› Great customer feedback on service speed and quality.

› Groups Market Place is planned for rollout to all customers.

Staff resourcing

Our professional teams are well-equipped to deliver outstanding service to your customers, no matter how specialist the project.

Some examples of what we can help with include:

Helpdesk support
We're available to provide support for services including GDS and NDC help centres – for example, handling the onboarding journey and acting as first line triage.

Additional resource
We understand how challenging busy periods or disruptions can be, especially when you're pressed for resources. Our agile, GDS-trained teams are able to respond quickly and lend a hand during particuarly busy periods.
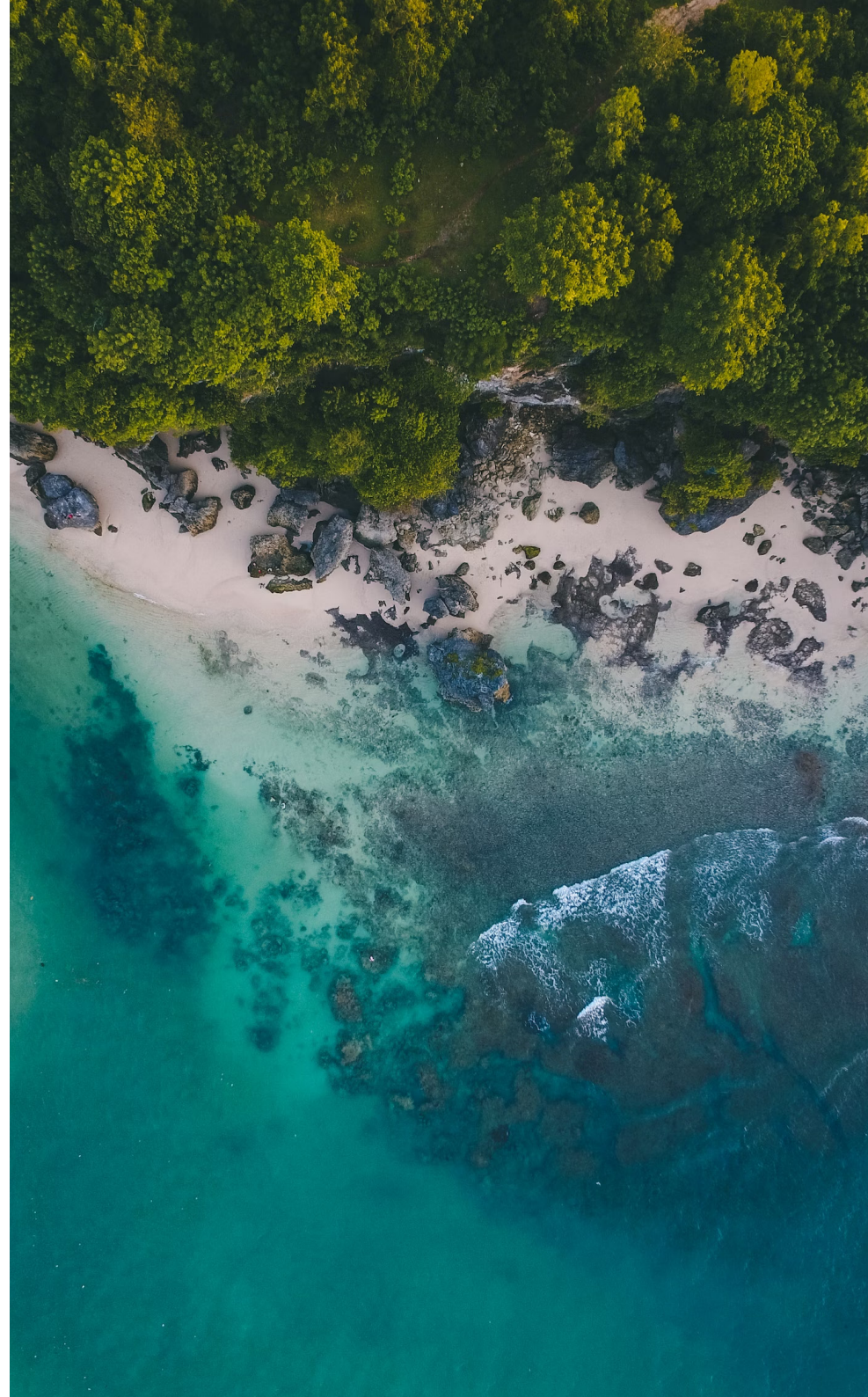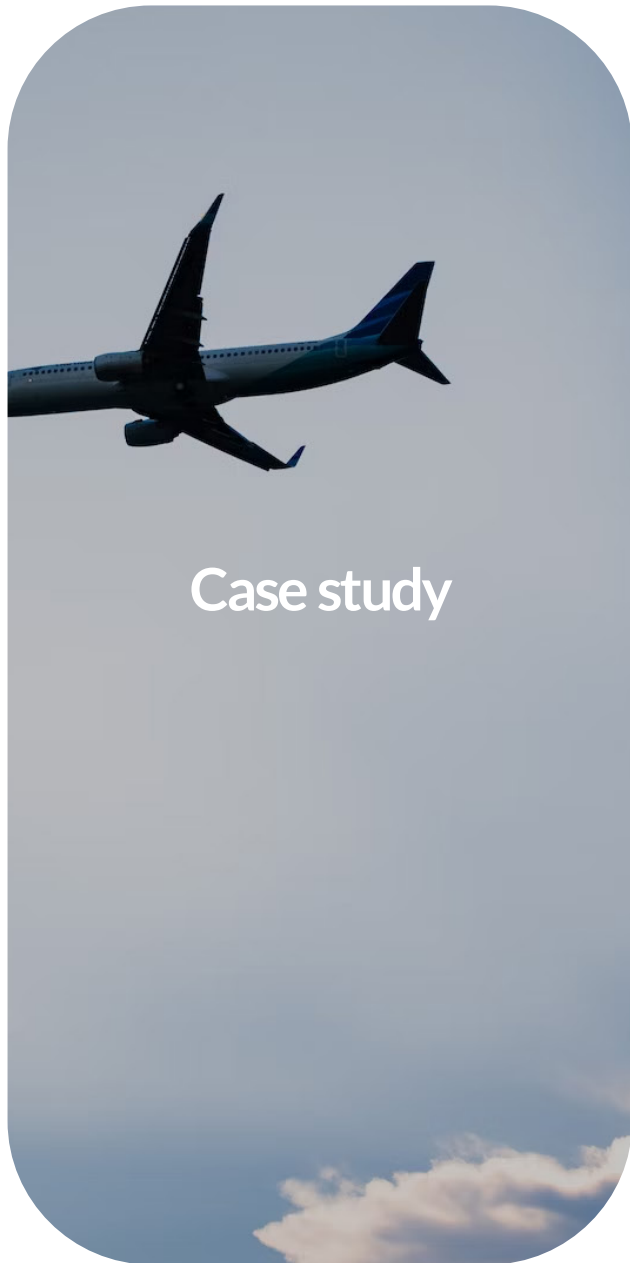
Ad-hoc projects
No matter how niche your requirements, we're experienced in handling a whole variety of airline branded services.

Anything else!
If you'd love to launch a particular service but can't see it on the list above, don't worry! Let's chat about how we could bring your vision to life.

Case study

Scenario

Following the airline's launch into NDC, they wanted to upscale its onboarding and adoption by launching an enhanced, dedicated NDC Support Centre.

Gateway

As one of the airline's key distribution partners, we were asked to own and manage the airline's NDC Support Centre for new and existing travel industry customers and tech aggregator partners. This included:

› Initial registration, account set up and onboarding of new NDC users.

› Creation of best practice workflows, training documents and guides.

› Development integration support and certification of API flows into the airline's NDC schemas.

› Fare and critical incident investigations, resolutions and escalations.

› NDC Support Centre ticket issue management of general enquiries within defined SLAs.

Outcome

› Due to our NDC expertise and agile product ethos, the service was implemented from concept to launch within three months.

› Due to our upscale flexibility, the airline outsourced further workloads to us which allowed them to resource more efficiently.

› Mass adoption was targeted and fulfilled with minimal drag.

› Defined airline SLAs were met and exceeded.

› Customer satisfaction scoring significantly increased and customer implementation times to NDC were reduced.

Why Infinite Gateways?

Here at the Travel Innovation Group, we specialise in finding innovative solutions to your challenges. We'd love to partner with you so here's a little bit about who we are.

Our expertise is unique
We've worked with both sides of the travel industry for two decades, developing our own software and managing a whole host of services on behalf of leading global airlines. This experience means you can be confident that we understand the obstacles you face.

We're global, yet boutique
We may have over 450 staff across five continents, but we're proud of our ability to remain agile which helps us to tailor our solutions to suit your individual needs.

We Are With You
Our central ethos underpins everything we do. Our people, our customers and our soul remain our greatest strength, propelling us to create the products and services that you need the most.

Start a conversation

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