



Globetrotter Travel Agency improve their Incentives and Rewards offering to meet customer demands.

Industry

Travel Agency

Employees

200

Geographies

Melbourne Australia

Solution

Custom Application – Incentives and Rewards, which includes the following components:

Custom Service Portal

Reports

Customer Service Management Process

Challenges

Globetrotter were formally on an unsupported WordPress

WordPress wasn't fulfilling their needs and was not flexible

Globetrotter Travel Agency provides travel inspiration and solutions for business and travelers. Harnessing their industry-leading negotiating power and technologies enable Globetrotter to make corporate travel programs and business travel packages more efficient and cost effective.

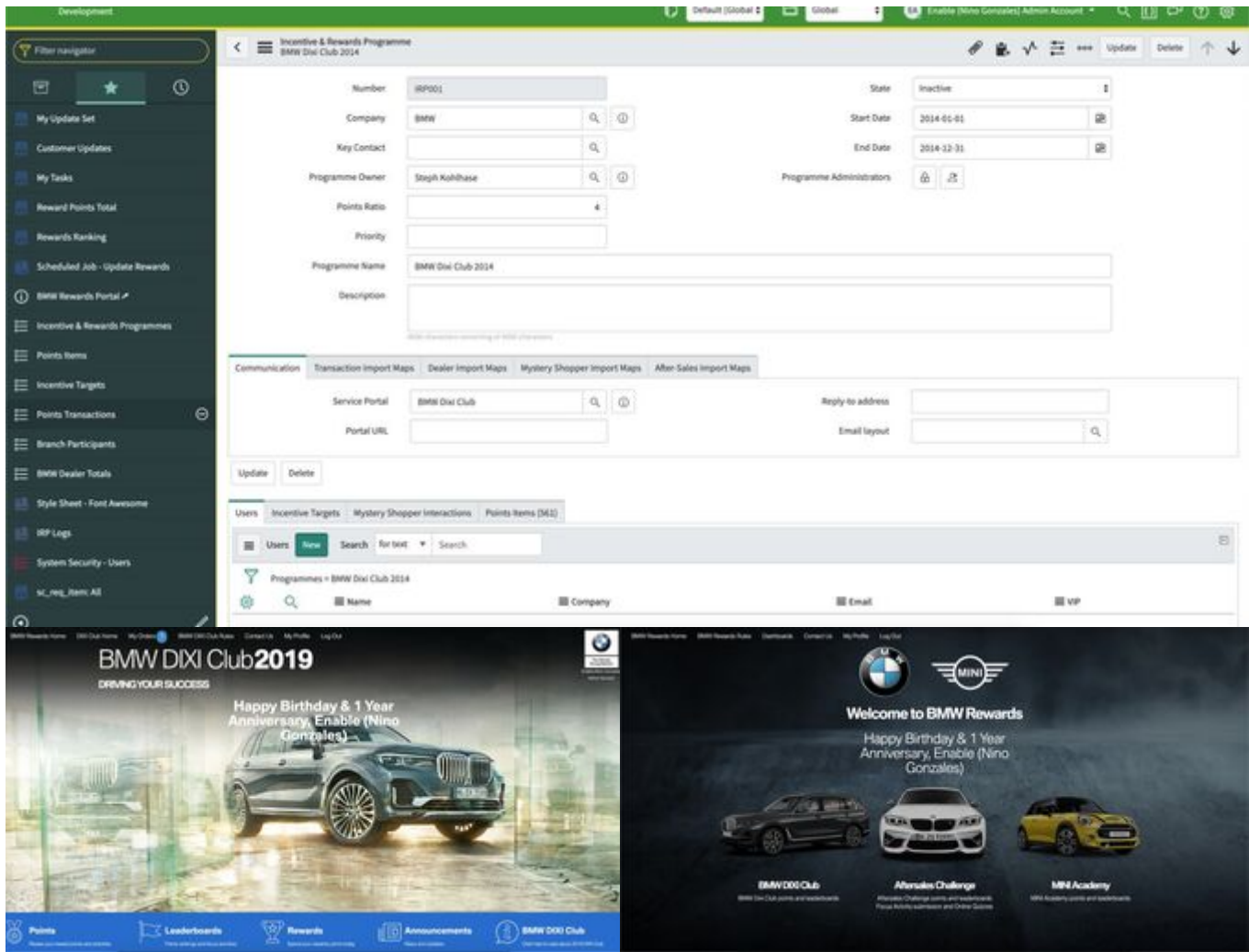
The Globetrotter team strives to be the leading travel management group in Australia. From their offices in Melbourne and Perth they have established themselves as the corporate travel partner of choice for a client base that spans Australia

The Key Drivers for the ServiceNow Custom Application

Previous solutions used by Globetrotter to manage their incentive and reward product was difficult to manage and had limited support. The existing solution could not meet their requirement and was costly to maintain.

Globetrotter wanted their customer facing interface/website to be simple to understand and easy to use. Additionally, the solution had to be easy to support and easily extendable for new customers.

Globetrotter were already using the NOW platform (ServiceNow Now Playform) and made the business decision to capitalize on their existing investment in the NOW platform.



Screenshots of Custom Application

Our Approach

- Stage 1 – Build out a proof of concept (POC) solution to confirm the NOW platform could meet the business Requirements .
- Stage 2 – Build out and go-live with a solution to support the BMW rewards program.
- Stage 3 – This is a current/future phase where Globtetrotter are targeting new customers.

Key Results

- Increased customer satisfaction due to a new easy-to-use interface that was more interactive.
- Globetrotter also now have a solution that is supported in-house and can be easily replicated for other customers.

Additional Benefits

- Globetrotter can easily extend their solution to cater for future customers
- Enable has demonstrated their NOW platform expertise and their ability to deliver quality product on time, which in turn has resulted in Enable being the preferred partner for any future NOW platform projects.