



# Customer Success Story

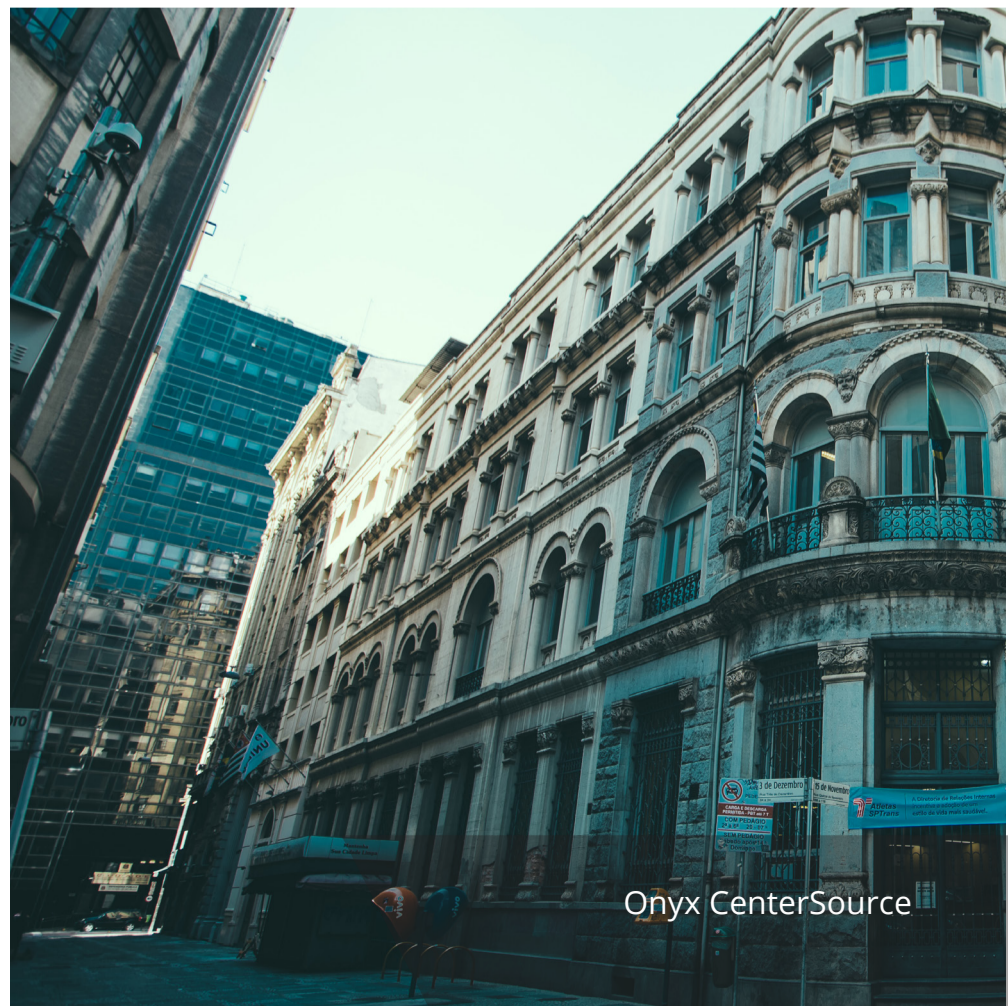
## Corporate Travel Department

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, this CTD issued an RFP to identify the most effective hotel commission collection, reconciliation, and analytic capabilities. Onyx CenterSource is proud to have been selected to expand our 25-year partnership with the CTD leveraging our Sure Pay™ and RecoverPro™ solutions to achieve their goals.

56%  
Increase

## Increased Commission Collections

The CTD realized the benefits of Onyx's relationship with more than 60,000 hotel properties and our mature tracking and recovery model **improving 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.







# Reduced Operating Costs

The CTD's business case reduced internal resources and reliance on third-parties to administer thousands of individual payments, track and collect commissions, and lower bank charges through a single electronic payment 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/week in employee resources with Onyx's Sure Pay™ solution.

76%  
Reduction

## Enhanced Data Collection

Our established points of integration with multiple GDS and hotels provides a more comprehensive set of booking and stay information resulting in a more effective commission collection process. Extending these points of integration to support the **CTD increased the number of room nights processed by 11.3%**.

## Reduced Operating Costs

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.

Onyx CenterSource is the world's leading provider of B2B payments and business intelligence to the hospitality industry.

For more information visit [onyxcentersource.com](https://onyxcentersource.com).

