

# EMERGENCY IMPLEMENTATION

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## | SITUATION

After just having fully transitioned to their second TMC within in a two-year period, a university's new TMC partner abruptly closed its doors. They found themselves not only instantly without a TMC, but all transitional work and updated records for travelers, as well as processes and works-in-progress for upcoming student and alumni group travel were inaccessible. They needed to start from square one and urgency was high.

## | SOLUTION

The university's travel manager contacted Fox World Travel and informed us of the situation. After understanding that Fox could fulfill their needs both in the short and long term, the client quickly began the implementation and transition.

One of the biggest issues the university encountered was that they did not have access to any records or profiles that the now defunct TMC possessed. All profile data had been wiped out. Since this TMC had used an obscure online booking tool, there was little hope in getting any of this information. With Fox's help, the university was able to internally locate profile information from 2016. Fox did a thorough data cleanse from this export and assisted in the rebuild of profiles, minimizing disruption to those with pending travel needs.

The client's two travel managers quickly went through all necessary training. They also had a full support team at Fox by their side through this challenging time.

## | DISCOVERIES

Fox truly provided an express implementation for the university. While there are necessary steps prior to launching with the Concur Travel online booking tool, Fox was able to begin accepting agent reservations within one week of being named the university's TMC. The bookings were done manually by Fox, however worked smoothly for the university. Less than a month later, the Concur Travel launch was completed.

Following the emergency implementation, travel managers for the university received positive feedback from their constituents about how smooth their booking experiences were and about the support Fox provides. Fox continues to receive feedback from the travel managers about how well organized the entire implementation process was, exceeding their expectations.