

Communiqué

A bi-monthly client newsletter

March 2015

Retaining Etihad

Etihad Airways has once again selected TT Services as its preferred visa service solutions partner. The renewed contract is effective for three years from the beginning of March 2015, with an option for Etihad to extend by another two years.



Long haul: TT Services has processed 175,000 Etihad passengers - enough to fill 745 Boeing 787 Dreamliners!

In accordance with this worldwide contract, TT Services will continue to provide fully managed visa support services for the customers of Etihad. This is an exclusive partnership where passengers flying Etihad Airways to Abu Dhabi from anywhere in the world have their visas processed through TT Services, which is a part of TUI Group - world's number one leisure travel company.

Through this partnership, TT Services provides online and walk-in visa support to Abu Dhabi-bound Etihad passengers. Customers can walk into any of our offices in cities across 21 countries and apply for a UAE visa.

But the key to our partnership with Etihad is our online visa application and support service that enables applicants to commence, lodge and pay for their UAE visa application via our secure web-based system. Online application tracking and call centre telephone and email enquiry services support our customers post-lodgement.

In the three years that TT Services has been a partner of Etihad, we have:

- processed around 175,000 visa applications
- achieved an average application turnaround time of less than two days, and a 99% compliance with SLAs
- designed and implemented the online visa application portal with over 70% of applications being handled online

Etihad Airways is one of the world's leading airlines. In its eleven years of existence, the Abu Dhabi-based airline has become the second largest in the UAE with a fleet of over 100 aircraft operating over 1,000 flights per week. The airline services over 100 passenger and cargo destinations across the world.

Half-a-million INZ Applications

Immigration New Zealand (INZ) is one of the oldest clients in the TT Services portfolio. Recently, this continuing partnership passed a significant milestone. We have now processed half-a-million visa applications for INZ!

It is a milestone that's witnessed some impressive achievements along the way. We were, for example, the first visa service providers to implement the joint VAC concept for INZ and Australia's Department of Immigration and Border Protection (DIBP) in the South Pacific.

Our shared premises combine resources, infrastructure and expertise that deliver savings to client governments, while ensuring that discrete process and security protocols are maintained. We have a clear understanding of services expectation of both DIBP and INZ, their legal frameworks, cultures and end-customer needs, while constantly safeguarding the privacy of clients' data and the security of their documents.



Up close: the facade of our stylish NZVAC in Sydney's CBD

"Your commitment, persistence and hard work .. has enhanced our reputation and that of Abu Dhabi in the global arena"

*- James Hogan
President & CEO
Etihad Airways*

Stop Press

On the day we were to release our first issue of *Communiqué*, Vanuatu was battered by Tropical Cyclone Pam. We are thankful that even as authorities in the island nation were battling to re-establish communications, we were able to confirm that our colleagues in Port Vila and their families are safe. There has been widespread damage to property and infrastructure, and it will take weeks if not months to rebuild. TT Services will be providing assistance to its employees in Port Vila in the difficult and challenging weeks ahead, including measures to support them in rebuilding their lives.



A screen grab of the co-branded TT Services-Etihad online application website

Case Study: Etihad Online - UAE Visa Application Centre

One of the key support systems that sets TT Services apart is our robust online infrastructure. Immigration and border agencies are increasingly moving to online e-visa regimes and this has brought to the fore the necessity of highly secure, user-friendly and accountable systems suitable for global users.

TT Services, which is a part of TUI Group - the world's number one leisure travel company, provides a fully integrated internet-based lodgement platform for its client Etihad Airways, which allows Etihad's customers to apply online for visas to the United Arab Emirates. Extremely user-friendly, the platform's pleasing co-branded design interface links directly to the Etihad sales platform for a seamless customer journey.

The platform is fully automated with business rules engines to drive pricing based on visa type and country of application, and it features a comprehensive multilingual portal with country specific micro-sites for easy access. It is also mobile-friendly to facilitate the visa application needs for people who are on-the-go.

Conforming to government standards of data security, with full disaster recovery and integrated business continuity plans to enable continuation of service, the platform is underpinned by TUI Group's and TT Services' security models and ISO accredited processes, which combine information and physical security.

The technology platform, which has been fully developed in-house, is built on a distributed component-based architecture. This enables easy modification of the functionality to fit evolving needs of the airline. It is supported by formal development lifecycle processes and technical help desks.

TT Services has proposed to revamp the web pages it provides for other existing clients incorporating some of its latest developments in order to provide a fresh, new experience for their visa applicant customers.



'Your Trip Mate' Checks-in

The month of March 2015 saw another client join the TT Services portfolio. Your Trip Mate (YTM), a leading travel facilitator based in Dhaka, Bangladesh, has selected TT Services as its partner in providing visa support to its clients.



YTM assists Bangladeshi travellers with visa information and logistic support for international business and holiday travel.

Only 36 diplomatic missions are physically located in Bangladesh and over 140 others have no presence there, making it difficult for people to apply for a visa to most countries. In most cases, Bangladesh passport holders travel to diplomatic missions in India to apply for a visa.

Your Trip Mate was looking for a reliable partner based in India to assist with visa support services. TT Services will now be providing visa support services for the customers of YTM, which involves receiving visa applications from YTM's customers and arranging for their processing by respective diplomatic missions in India.

We will initially be providing services for Bangladeshis looking to travel to any of the 21 destination countries we service, which is a list that we are looking to expand based on demand.

TT Services, a TUI Group company, believes in transparency and making access to information easy for clients. We welcome any feedback or information to help us enhance our services. Reach out to us via our presence on leading social media platforms.

