

Press Release

Ethiad Airways has once again selected TT Services as its preferred visa service solutions partner. The renewed contract is effective for three years, extendable by another two years.

In accordance with this worldwide contract, TT Services will continue to provide fully managed visa support services for the customers of Etihad Airways. This is an exclusive partnership where guests flying Etihad Airways to Abu Dhabi from anywhere in the world have their visas processed through TT Services.

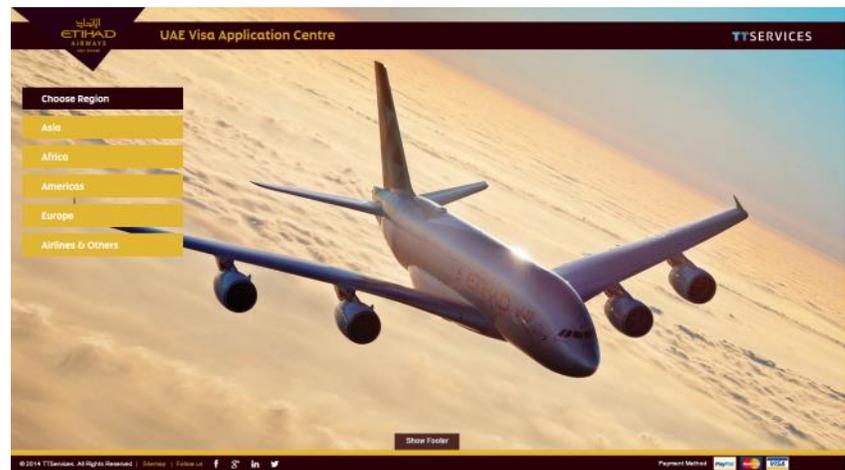
Through this partnership, TT Services provides online and walk-in visa support to Abu Dhabi-bound Etihad guests, with customers able to walk into any of TT Services' UAE Visa Application Centres in 37 cities across 21 countries to apply for a visa. TT Services also provides online-only support for applicants from several other countries. Online application tracking and call centre telephone and email enquiry services support customers throughout the processing of their application.

According to Debbie Brockbank, Managing Director, TT Services, "Over the three years that we have been a partner of Etihad Airways, we enjoyed an excellent working relationship. TT Services and Etihad Airways understand and work together so well to achieve each other's aims. Our customer service team, underpinned by a robust online system, delivers tailor-made visa solutions for the guests of Etihad Airways." TT Services has provided a technology platform for Etihad Airways, which has been fully developed in-house, built on a distributed component-based architecture; enabling responsive and seamless modification of the functionality to fit the evolving needs of the airline. Ms Brockbank added "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."

In the three years of partnering with Etihad, TT Services has processed around 175,000 visa applications, with over 70% of applications being handled online. Sridhar Krishnamurthy, Operations Director, TT Services says "We've achieved an average application turnaround time of less than 48 hours, which is an impressive performance across the industry."

About TT Services:

TT Services is a leading provider of visa processing solutions. Spread across 51 locations in 38 countries the company is a trusted partner for governments and diplomatic missions. Its wide portfolio ranges from visa applications assistance and providing cost effective client access to visa information to delivering complete biometric solutions for government clients. TT Services' proprietary back-end infrastructure provides secure document handling and safe data transfer. Its methodology encompasses innovation, flexibility and the drive to truly understand our clients' requirements, never compromising on industry-leading security and governance practices. TT Services belongs to the global provider of travel services Hotelbeds Group, which trades in over 180 countries. Hotelbeds Group is part of TUI Group, the world's number one leisure travel company.



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

About Etihad Airways

Etihad Airways, the national airline of the United Arab Emirates, was set up by Royal (Amiri) Decree in July 2003. Etihad Airways commenced operations in November 2003 and is one of the world's fastest growing airlines. This airline has received a range of awards that reflect its position as one of the world's leading premium airline brands, including 'World's Leading Airline' at the World Travel Awards for six consecutive years. Etihad Airways carried a record amount of passengers and cargo in 2014, marking its strongest operational performance to date. Almost 14.3 million revenue passengers flew with Etihad Airways last year, a significant increase of 24 per cent over 2013 levels. In total, Etihad Airways carried more than 74 per cent of the 19.9 million passengers who travelled through Abu Dhabi International Airport in 2014. With the addition of the airline's equity partners that operate flights into the UAE capital, the combined total rises to a significant 82 per cent of passenger traffic at Abu Dhabi International Airport. Etihad Airways introduced 10 additional destinations to its global route network in 2014.

For further enquiries, please contact:

Madhu Bharathi
Global Marcoms Manager, TT Services
Mobile: +91 90031 72736
Email: madhu.bharathi@ttsvisas.com

@ttsvisas 

www.linkedin.com/company/tt-services 

www.facebook.com/ttsvisas 