



CORPORATE BROCHURE



TTSERVICES

Part of the TUI Group

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TT Services is a leading provider of visa processing and citizen services solutions with a global presence and a comprehensive portfolio of services. A trusted partner of governments and diplomatic missions, we facilitate secure front office and citizens services through our global network of service centres.

In addition, TT Services provides client access to visa information and enablement services for many large corporations across the world.

Our wide portfolio ranges from professional and knowledgeable front office staff to IT enabled applications, biometric capture, information services and embedded document management solutions. Our methodologies encompass innovation, flexibility and the drive to truly understand our clients' requirements, never compromising on industry-leading security and governance practices.

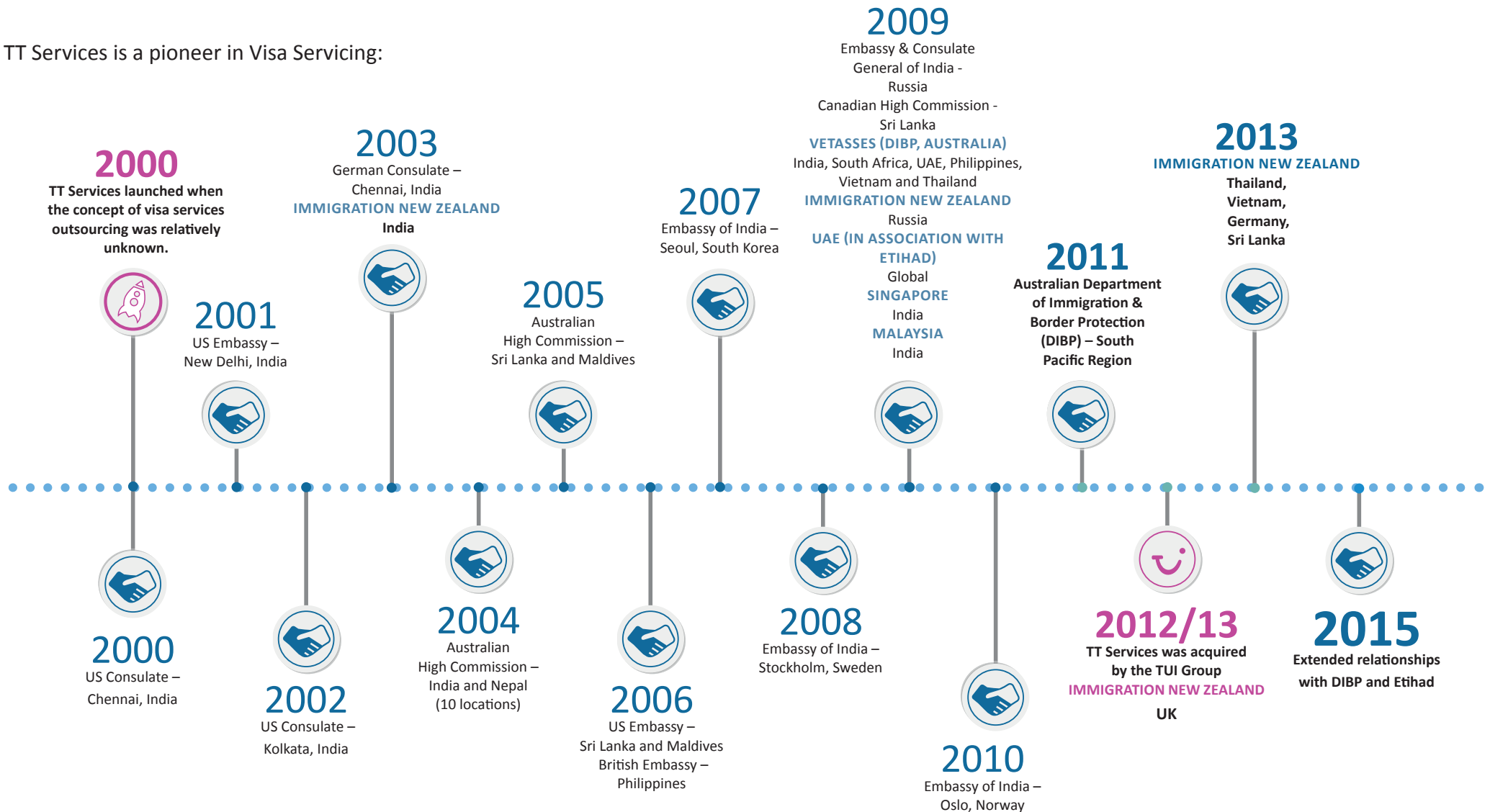
KEY SERVICES:

- ✓ Information services
- ✓ Online services
- ✓ Front office services
- ✓ Biometric enrolment
- ✓ Outbound and inbound logistics
- ✓ Document return
- ✓ Document and information management
- ✓ Citizen Services Solutions
- ✓ IT Solutions

TT Services places high importance to the integrity, security and privacy of our commercial and client government partnerships



TT Services is a pioneer in Visa Servicing:



EXPERTISE

TT Services has tried and tested methodologies for establishing operations in dozens of countries with highly diverse and complex business environments.

With strong experience in its field, the TT Services management team collectively has over one hundred years industry experience.

INNOVATIVE TECHNOLOGIES

To support all aspects of the visa application process, TT Services has developed and refined its own Visa Application Management System over the last 15 years.

TT Services manages the entire lifecycle of visa processing by deploying technologies to monitor the efficiency and integrity of operations, as well as the tracking and tracing of documentation and delivery of online services. Our systems are scalable, adaptable and prepared for the requirements and technologies of the future.

CUSTOMER FOCUSED

Our centres and procedures are designed with the clients' objectives in mind and a value-for-money approach. We continually collect and process customer feedback to ensure that we maintain our high service levels to meet client expectations.

In line with our corporate values, we strive to own the entire customer journey to ensure that our customers receive a high quality, consistent and personalised end-to-end experience.

CAPABILITIES

We provide comprehensive visa services from daily operations to software

design. Our operation and transition teams leverage 12 years of in-the-field experience from which our clients can benefit from day one.

As part of the TUI Group, TT Services benefits from the level of management support, investment capability, and the ability to comply with security and regulatory requirements that can only be possible through being part of a multi-national group.

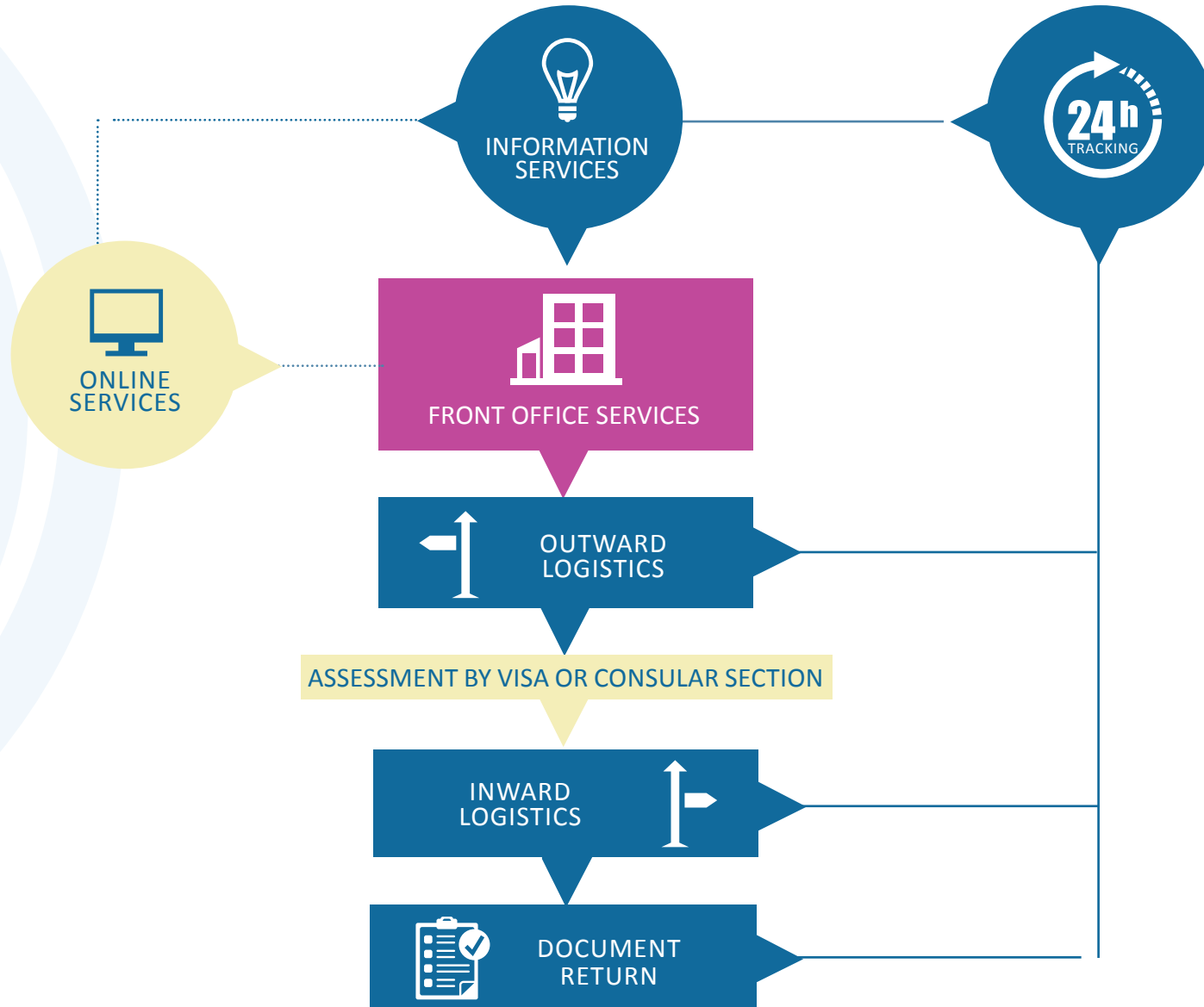
SECURITY

All our centres comply with industry leading data protection and confidentiality requirements to ISO/IEC 27001 standards – meeting stringent government standards in information security and applicant privacy.

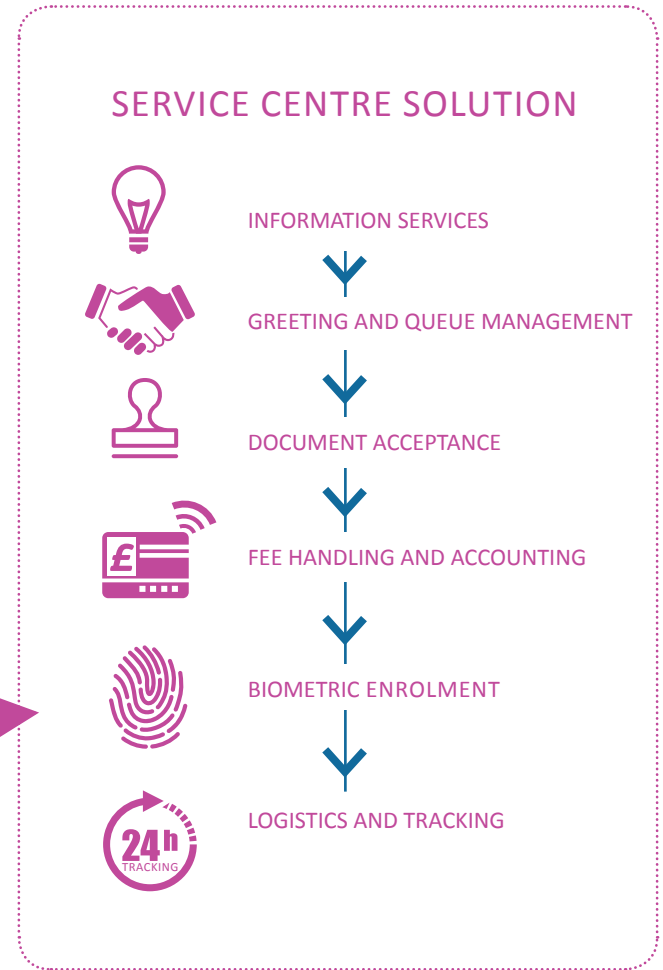
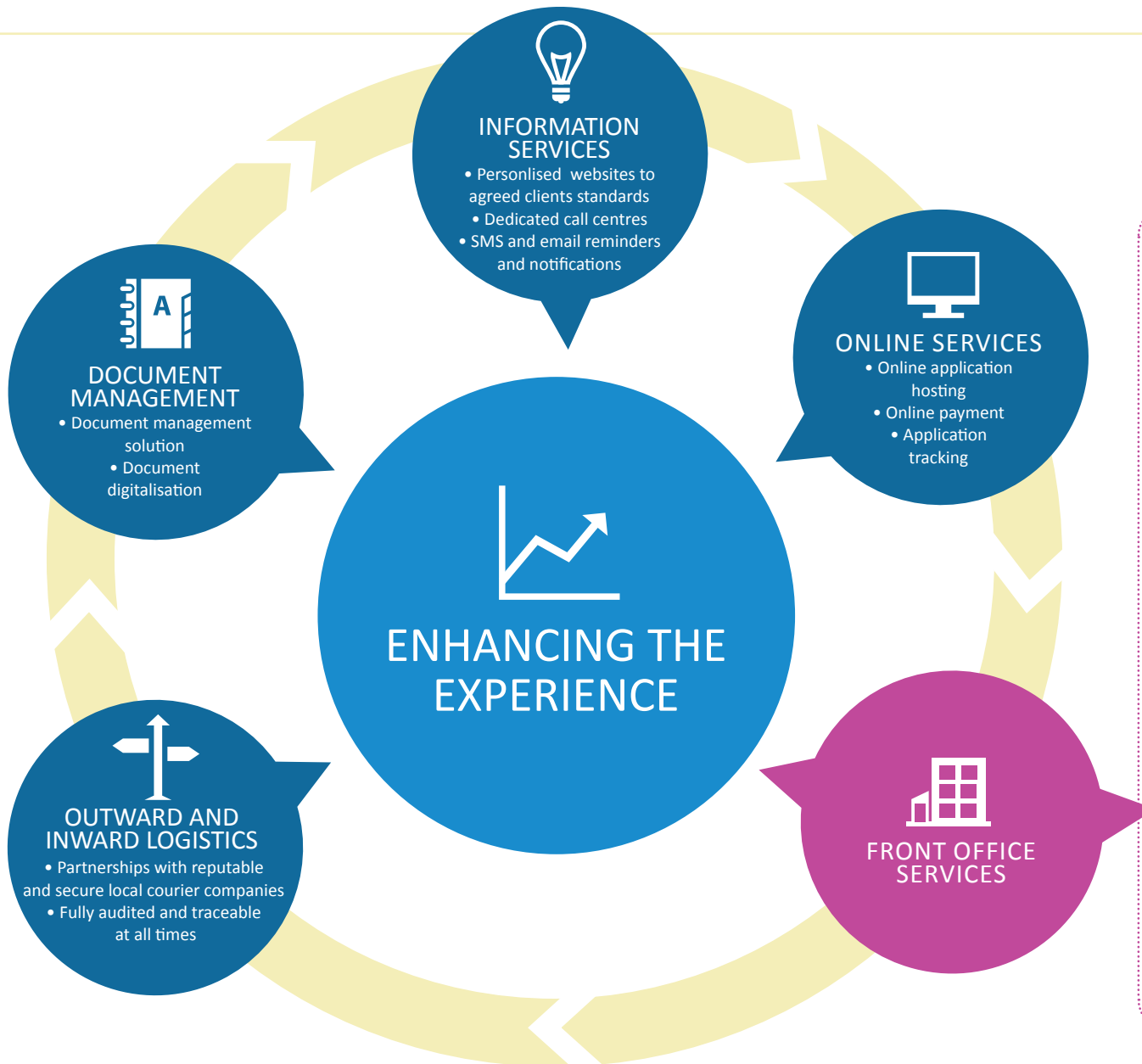
Key data is encrypted, regular penetration tests are conducted on our systems and access codes are user based.

FLEXIBILITY

TT Services has implemented a service hub sharing solution. This allows for the effective distribution of resources, creating synergies and efficiencies for our partners.



TT Services offers a comprehensive and customised service portfolio to it's clients



SERVICE CENTRE LOCATIONS:

- Facilities must reflect and enhance the image of the client government
- Premises are selected according to detailed risk and security assessments
- Particular attention is paid to disabled access, proximity to public transport and other amenities
- Must comply with health and safety standards

- Flexible opening hours
- Fit for purpose
- Ease of access

SOME OF OUR KEY LOCATIONS:



LONDON

8 minutes walk from
Buckingham Palace



WASHINGTON DC

15 minutes walk from
the White House



SYDNEY

15 minutes walk from the
Sydney Opera House



MUMBAI

within the business district of
Bandra-Kurla Complex

INDICATIVE SCOPE OF FRONT LINE SERVICE

Our knowledgeable Customer Service Executives will assist and guide applicants to submitting a complete visa application, including minimum mandatory supporting documents and fees. In addition, our dedicated front line staff can assist our clients with any supplementary citizen services, added value services or ad-hoc enquiries.

DIVERSITY

Our workforce is made up of a diverse range of men and women with varying ethnic, linguistic and religious backgrounds. TT Services is made up of a team of individuals who can demonstrate a high degree of commitment to the delivery

of high customer service, business improvement whilst maintaining our core values. All employees are thoroughly vetted prior to appointment ensuring that they can be trusted with highly sensitive information and data.

At TT Services we have an intensive training programme which as well as being dedicated to customer excellence includes the following:

- Anti-Bribery and Corruption
- Code of Conduct
- Data Protection
- Workplace Health & Safety



BIOMETRIC SOLUTIONS

TT Services offers a secure and integrated ID management solution, encompassing hardware and software, messaging and integration. Our biometric solutions are designed to allow an innovative approach for flexible delivery. We offer application and biometric enrolment services across government functions, including visas residence permits and identity cards.

We have the capacity to set up and operate complete biometric enrolment processes, including mobile. Our Visa Application Management System seamlessly integrates biometric and facial capture systems.

OUR RANGE OF MODULES INCLUDE:

- Set up facilities: All hardware, software and service components required for a fully functioning identity management solution.
- Combined solutions: we can develop a combined solution with parts owned and supplied by the government partner. To achieve this, all our modules comply with existing and emerging international open standards for biometric provisioning with no proprietary lock-in

- Configurable interfaces: each module's interfaces are configurable to either open standards or to country-specific rules, enabling them to work with a government's existing systems, policies and processes as well as those of partner governments in a shared enrolment service
- Biometric enrolment: Our staff offer a personable and professional service ensuring data integrity and quality, making the process as smooth as possible for the applicant.
- Mobile enrolment: we are equipped to utilise mobile and tablet technologies with a plug-in fingerprint reader to enrol biometrics and upload over a mobile network. We offer a portable enrolment kit that comes to the applicant or sets up in temporary locations to deal with predicted or unforeseen application surges.

PROUD MEMBER OF



To support all aspects of the visa application process, TT Services has developed and refined its own Visa Application System over the last 15 years.

Modular by design, it allows for a bespoke solution to be constructed whilst using common building blocks. This allows us to ensure that the latest technology and best practices can be easily shared across our organisation and your operation.

We have developed an in-house secure document digitisation module to address the logistical challenges presented by dispersed and remote geographies (such as the South Pacific).

This module allows service centre staff to scan supporting documents and securely attach them to their case files, and enables visa/consular staff to securely access these documents remotely. This removes the need for physical document submission and expedites the overall process for applicants.





VISA APPLICATION RELATED SERVICES:

Supplementing the core service to enhance the user experience:

- Mobile enrolment
- Visa concierge service
- Evening and early morning appointments
- Inoculation and health check
- CONVENIENCES:
Photocopying, Photo booth, Printing, Fax, Wifi and Internet kiosk
- Courier pick-up and return
- Tracking of application via SMS and Mobile App – coming soon!



TRAVEL ASSISTANCE:

Where our government clients allow, TT Services can provide retail opportunities for the marketing of travel and travel related services.

- Travel telecoms
- Hotel reservation
- Travel products and accessories
- Foreign exchange and other travel related financial services
- Luggage shipping
- Airport transfer
- Excursions and activities
- Meet and greet services
- Airport valet parking
- Sale of travel insurance policies



DIGITAL AND MEDIA ADVERTISING:

Where space allows we can produce online and offline content to promote related services:

- Affiliate partnerships
- Tourist board promotions
- Destination guides
- Promotions via web, apps and other communication channels



APPLICANT COMFORT:

- Coffee shop
- Premium waiting area for friends and family
- Children's play area

We continually work to develop our Added Value Service offering to ensure our services are the best available for both our clients and their customers.

TT Services pioneered industry-leading secure e-business solutions. Our document scanning and upload expertise has ensured the electronic transmission of thousands of supporting documents to our clients' processing offices. Our solutions have provided the capability to remotely process caseloads lodged in remote countries and have supported paperless visa processing, label-free visa and electronic decision notification initiatives.

Our solutions come into their own particularly during natural disasters and other business continuity events. In the case of physical infrastructure, such as roads being rendered unusable, our scanning and data capabilities will allow our clients to mix and match service centres with visa processing office locations. If an embassy is unexpectedly closed, visa applications can be seamlessly redirected to another office or offices.

TT Services' application management system has the ability to scan and upload application forms, passport copies, photographs and supporting documents. Scanners are securely located and networked, with well-defined security policies including a role based access approach ensuring that only validated and authorised access is given to the web application.



Service Manager, Immigration
New Zealand

“Outsourcing was a new experience for New Zealand Immigration Services. At all times TT Services has responded promptly to service requests. I am delighted with the level of service and responsiveness that TT Services have provided. The ‘family based’ business model and ethics displayed and practiced by TT Services have made dealings with senior members of the company a pleasure”

Director – Offshore SDP &
Biometrics Support, DIBP Australia

“TT Services is a long standing commercial partner of the Australian Government who commenced visa lodgement services in Colombo for the Department of Immigration and Citizenship in 2008. With a particular and collaborative approach to service delivery, TT Services is a valued partner”

New Zealand High Commission,
New Delhi

“Throughout the entire operation, from contracting, planning, implementation and day to day operations, we have found TT Services to be timely, efficient, reliable and friendly. TT Services have also been flexible in meeting our needs in this changing market”



IMMIGRATION NEW ZEALAND

TT Services serves as the global service delivery partner for Immigration New Zealand (INZ), our oldest existing client. We have set up and operate visa application centres to provide visa and passport application processes in 15 countries across seven key regions with exclusive operations in a number of these regions. In 2014, we achieved the significant milestone of having processed half-a-million applications for INZ.



DEPARTMENT OF IMMIGRATION AND BORDER PROTECTION AUSTRALIA

The Australian Government, Department of Immigration and Border Protection (DIBP) is a longstanding TT Services client. We provide a range of services for DIBP from providing visa and citizenship application lodgement services to biometric enrolment. We have assisted DIBP in significantly reducing paper-based applications by providing a strong and proprietary online solution. We operate Visa Application Centres across 10 countries for DIBP.



ETIHAD – UAE

Etihad is one of the most prominent airlines in the world. Through a unique partnership, TT Services offers integrated online visa solutions to passengers of the UAE’s national airline. The Etihad traveller could be anywhere in the world but their visa application is processed only via TT Services’ proprietary solution. By providing online e-visa processes, visa application collection, dispatch and data capturing services, on-line tracking services, and website development and support, we have ensured an efficient process covering the UAE visa application cycle. For Etihad, we operate in 33 countries across eight regions and in a further eight countries via agents based out of Etihad offices.



56
CITIES

38
COUNTRIES

200
EMPLOYEES

31
NATIONALITIES

The current TT Services management team collectively has over fifty years' experience

DEBBIE BROCKBANK, MANAGING DIRECTOR

Debbie has 25 years of experience in Citizen Services, Healthcare and Defence, working with national, regional and local governments in the USA, UK and Europe at all levels - from delivery to advisory. She led the transformation of second generation outsource of UK Defence Business Agency and delivered identity management services in the Schengen area and to the UK Passport and Borders agency.

**SRIDHAR KRISHNAMURTHY,
OPERATIONS DIRECTOR**

Sridhar has been spearheading visa outsourcing by managing Business Development, Transition, Operations Account Management and Product Innovation for over 12 years. With his team, he's been instrumental in transition efforts for governments of Australia, New Zealand, USA, Canada, UK and Germany in multiple locations worldwide. Sridhar has a proven ability to locate and contract alliance partners and subcontractors in various geographies.

**JASPAL KANG,
GLOBAL FINANCE DIRECTOR**

Jaspal has over 20 years of experience in corporate finance, risk management and treasury. He raised over \$4.0 billion of finance through debt capital markets and bank lending. With his extensive experience, Jaspal and his team of finance managers formulate the best commercial models for the company.

SUPRIT ROY, PROGRAMME DIRECTOR

Suprit has over 30 years management experience in the services sector including life insurance, airline, travel and business process outsourcing. He was the founder employee of a large visa services firm leading the Business Development, transitions and handled government clients in America, Europe and Asia. Suprit has a vast experience in providing ID management solutions, passport and border control programmes for leading visa services firms and with his team leads all Transitions.

**BALAJI VEERARAGAVAN K,
OPERATIONAL SOLUTIONS DIRECTOR**

Balaji, a certified IT Services Management expert with over 25 years' experience in infrastructure services, compliance and processes, leads the IT security framework of the company. His team specializes in IT capability building and service improvement. Balaji also leads the various surveillance audits and ensures the company fulfils all certifications without any non-compliances.

**SHELLEY MCLOUGHLIN,
HUMAN RESOURCES DIRECTOR**

Shelley, with a wealth of operational and strategic HR knowledge and capability, has led HR in an international capacity for over seven years. She specialises in providing HR advice with an operational delivery focus in multiple national jurisdictions. Shelley and her team implements HR solutions that effectively communicate and support the company's vision and strategic objectives.

CLIENT PROFILE

Etihad Airways is the flag carrier airline of the United Arab Emirates. Established in July 2003 and based in Abu Dhabi, Etihad commenced operations in November 2003. The airline operates more than 1,000 flights per week to 96 passenger and cargo destinations in the Middle East, Africa, Europe, Asia, Australia and the Americas, with a fleet of 110 Airbus and Boeing aircraft

BUSINESS NEEDS

To transition from a manual visa application process to a simplified e-visa process



THE PROBLEM

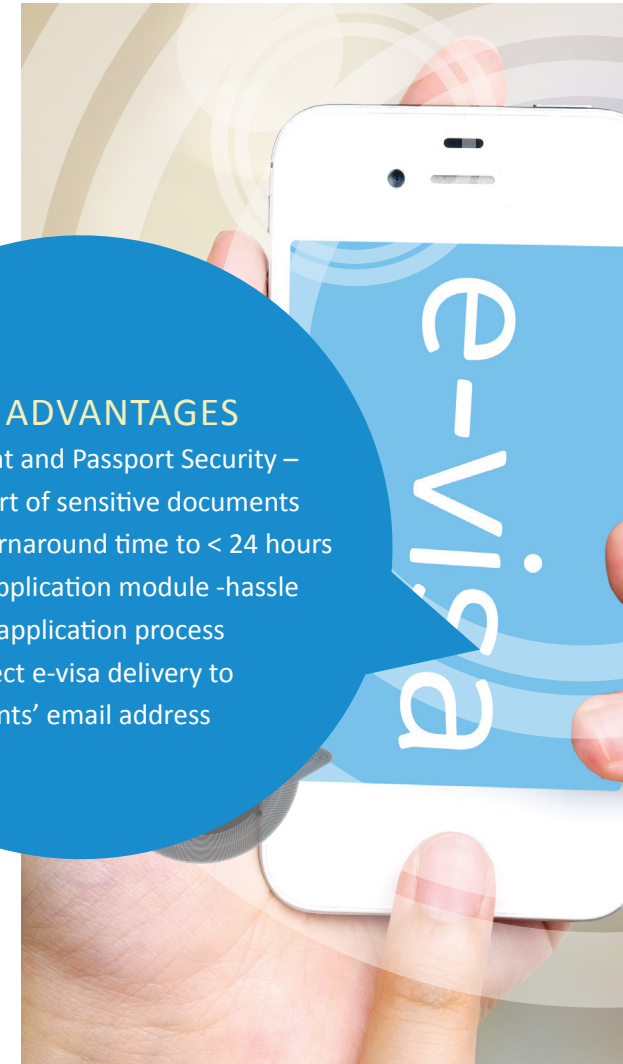
- The visa application process was a manual cumbersome process involving multiple visits to travel agents to have the visa processed
- Transportation of sensitive documents
- Multiple intermediaries in the process – travel agent, diplomatic post, etc
 - Turnaround time of many weeks

THE SOLUTION

- Built sophisticated online interface to successfully handle application data capture, appointment scheduling and application tracking : • The new process involves clients lodging their applications online or in person at a VAC. TT Services loads applications into a secure portal, makes entries into the proprietary UAE immigration online system and communicates the visa application result to the client directly via email

THE ADVANTAGES

- Document and Passport Security – No transport of sensitive documents
- Reduced turnaround time to < 24 hours
- Online application module -hassle free application process
- Direct e-visa delivery to clients' email address



We have successfully handled over **250,000** UAE Visa applications

TUI Group is a company of opportunities – for our customers, our shareholders and our employees. United under one roof we have our unique hotel portfolio, our cruise lines, six European airlines, the distribution strength of our tour operators, both online and through our travel agencies all over Europe. As the world's number one integrated leisure tourism Group we offer an end-to-end customer experience. Direct access to customers makes investment in hotels and state-of-the-art cruise liners easier to plan and secures occupancy early in the game. This will enable us to grow faster and develop more travel products exclusive to TUI.

TUI UNDERSTANDS THE SERVICE DELIVERY REQUIREMENTS

Fulfilment of visa and documentation requirements is integrated in our delivery process for travel services. We distribute our services worldwide and comply with government ID check and security requirements when boarding passengers on our aircraft and cruise ships. Our international presence and established business alliances enables us to operate globally.

For more information please visit www.tuigroup.com



THE WORLD'S NUMBER ONE

INTEGRATED TOURISM BUSINESS AT A GLANCE*



GLOBAL COMPANY –

DOMICILED IN GERMANY



REVENUES OF
€18.7 BILLION

UNDERLYING
EBITA

€869 MILLION



FTSE 100
BUSINESS

MARKET
CAPITALISATION

€7 BILLION



5 MILLION VISAS PROCESSED



77,000
COLLEAGUES IN
130
COUNTRIES



136
AIRCRAFT



12
CRUISE
SHIPS

OVER

300
HOTELS
WITH
210,000
BEDS



ABOUT
1,800
RETAIL SHOPS
IN EUROPE



* Based on numbers from FY 2013/14

Accreditations & Delivery Assurance

- ✓ Business processes ISO 9001 accredited
- ✓ IT Security and Data Protection accredited to ISO/IEC 27001
- ✓ Biometric collection and transmission compliant with internationally recognised standards such as NIEM 3.0/ANSI/NIST-ITL 1-2011

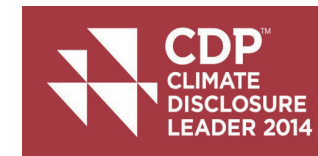
- ✓ Employee vetting and physical site security – adoption of best local practices of TUI and alliance partner network
- ✓ The TUI Group has a strong history of sustainability, which continues to be a priority. Our vision is to make travel experiences special whilst minimising environmental impact, respecting culture and people and bringing economic benefits to communities



MEMBER OF
**Dow Jones
Sustainability Indices**
In Collaboration with RobecoSAM



FTSE4Good



FOR ALL ENQUIRIES PLEASE CONTACT US AT OUR UK OFFICE:

TT Services

Jetset House
Lowfield Heath
Crawley
West Sussex
RH11 0PQ

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 www.linkedin.com/company/tt-services

