

# Communiqué

A bi-monthly client newsletter

April 2016

## Queenstown Welcomes TT Services

Queenstown may, on the face of it, seem a curious choice for the location of our newest Visa Application Centre (VAC). The internationally renowned ski and adventure holiday destination, is a tiny town is perched on the side of a lake in the middle of the sparsely populated mountain ranges of New Zealand's South Island.

But Queenstown is also the home of an increasing number of international flights to destinations along Australia's eastern seaboard, making it a key New Zealand trans-taxman staging point. The Australian Government's new requirement for visa applicants in New Zealand to undergo biometric collection would have required a long trip to Auckland (home to the only other Australian VAC in New Zealand). So Queenstown, with its centrality and excellent transport links, makes for a convenient option for Australian visa applicants.

When planning the VAC we were faced with some unusual challenges, including a tight rollout window of 90 days. Queenstown's small urban population of 13,150, made up by a large transitory workforce on work visas, provided a very limited pool from which to draw recruits. Queenstown's bustling tourism trade also means there is a shortage of appropriate office accommodation. Commercial space gets snapped up fast. Key to our success was ensuring both these challenges were addressed as early as possible. This meant starting work on locating premises well in advance.

In the end we were ultimately fortunate to find a perfect office space recently vacated by the NZ Government in the heart of the CBD with access to parking. Ironically, the dominance of seasonal jobs in the tourist trade meant that full time "office" jobs were in short supply, and we received a good number of high quality job applicants. We were thus able to select a first rate team of staff.

Opening a new VAC marks the culmination of many hitherto separate streams of activity, for both the client Government and the supplier. All these streams must be delivered on time, to specification and in an accountable manner. Coupled with this is the challenge of operating in an inherently new location, remote from New Zealand's major cities.

TT Services is blessed with an abundance of talent in the South Pacific region, and especially in New Zealand where our experienced Auckland staff rose ably to the challenge of opening their new Queenstown sister VAC. Supporting the local implementation team were transition and biometrics specialists from TTS' UK headquarters and from TTS' biometrics partner, Zetes.

The Queenstown VAC is not only our first VAC to feature a biometric collection capability, but it is also perhaps the most stunningly located VAC in the world.



*The TTS Queenstown VAC on Shotover Street, Queenstown*



*A panoramic view of the stylish Queenstown VAC interior*

## INZ PICKS TT SERVICES YET AGAIN

Immigration New Zealand (INZ) has once again selected TT Services as its preferred Service Delivery Partner (SDP) to provide visa application Centres (VACs) in 24 locations across the globe. Having partnered with TTS since 2003, INZ is the oldest of our existing clients.

In accordance with this contract, TTS will continue to provide visa application services through its VACs in the UK, Germany, US, India, Sri Lanka, Thailand, Australia, Papua New Guinea, Fiji, Vanuatu, Solomon Islands, New Caledonia, Kiribati and Nauru. This network provides services to people applying for visas to New Zealand via face-to-face, internet, email, social media and telephone client service channels, as well as application status tracking and a range of added-value services.

According to Debbie Brockbank, Managing Director, TTS, "With INZ we have developed a secure document management solution providing an online data entry and transfer and remote viewing capability. This innovation has removed the need to courier documents between a number of VACs and their respective INZ visa processing offices. It has also enabled us to keep the price to applicants affordable."



*The TTS VAC in Bangkok sets the standard for our global INZ network*

As part of the TUI Group, the world's largest integrated travel company, TTS has invested in new technologies and service delivery solutions. TUI Group's award-winning standards of risk management, security and corporate governance, have been implemented across the TTS business. "We are specialists in tailoring optimal operational processes, IT solutions and client service outcomes – basically international best practice – to local contexts," said Sridhar Krishnamurthy, TTS' Director of Operations.

TTS was the pioneer in implementing 'Joint Visa Application Centres' in the region. Across seven locations, TTS manages visa outsourcing operations for the Australian and New Zealand governments within shared premises by combining resources, infrastructure and expertise, while maintaining discrete process and security protocols for each.

## TWIN ACCOLADES PERK-UP THE TT SERVICES SPIRIT



*Balaji Veraragavan (far left), Operational Solutions Director, receiving the TTY award*



*Gaurav Talwar (far left), Head-New Projects and Madhu Bharathi (second from Right), Head-Marcoms, receiving India Travel Award*



The end of 2015 and beginning of 2016 saw TT Services win two prestigious industry awards for visa facilitation in quick succession. TTS was recognised as the Best Visa Facilitation Company at the India Travel Awards (West) 2015 - the first ever award won by the company. The annual awards are organised by DDP Publications, publishers of popular magazines such as TravTalk, South Asia's leading travel trade magazine ([www.travtalkindia.com](http://www.travtalkindia.com)). The annual awards ceremony is organised to create an all-India platform to recognise those behind the success of the travel and tourism industry.

The beginning of 2016 saw TTS win the Travel Trade Journal's Jury Choice Award for its 'Innovative Edge in Visa Facilitation'. The TTY-Jury Choice Awards for excellence 'n' innovation were instituted to acknowledge the best performers in the industry as identified by an independent jury system. The Travel Trade Journal is a leading Indian travel trade publication covering strategic and policy issues in the travel and tourism sector. This is the first such award instituted by the Journal.

On receiving the awards, Debbie Brockbank, Managing Director, TT Services said, "these awards are testimonies of the excellent contribution of all employees of TT Services in providing the best services to our clients - be it governments, corporates or individual visa applicants."

We welcome any feedback to help us enhance our services. Reach out to us via our presence on leading social media platforms.

