

Communiqué

A bi-monthly client newsletter

August 2015

The TUI Dividend – A Global Powerhouse

2012 saw a milestone change for TT Services when TUI Travel (now TUI Group) acquired the 12-year-old visa services company.

TUI is the world's largest integrated travel group with 220 brands across 180 countries. Its operations include a network of 1,800 travel agencies, six airline companies with a fleet of over 130 aircraft, eight luxury cruise-liners and 300 hotels and resorts.

In 2014, TUI had a consolidated revenue of Euro 18.7 billion and an operating income of Euro 505.6 billion. Listed on both the London and Frankfurt Stock Exchanges, TUI has over 77,000 employees serving over 30 million customers from 31 source markets. It's a global network that TTS is now an integral part of.

Upgrading to Global Standards: TTS 2.0

The TUI Group follows industry-leading standards of corporate governance, which have been implemented across TTS in the interests of its client governments, end customers and suppliers. From the daily service plans of its branches and internal controls to performance measurement and corporate disclosure, each business area within the company is now audited for best practice.

TT Services has, from the beginning, boasted reliable and secure IT infrastructure. TUI Group's experience in implementing IT Security measures and training modules in a large scale has had added benefits. A well-trained in-house team of experts is responsible for the design, implementation and maintenance of our IT platforms, network security and information transaction proto-cols. The next stage of TT Services development is to leverage TUI's global IT delivery network, award winning web and mobile application design and implement them across service offerings.



Biometrics Centre of Excellence

One area in which the TUI touch has definitely been felt is that of biometrics. The past 12 months have seen the development of a state-of-the-art biometrics centre of excellence. Partnering with Belgian ID solutions leader, Zetes, TTS is developing a full range of ID management solutions from biometric enrolment in fixed and mobile settings to fully hosted and operated identity management services. This centre, besides implementing ID management across TTS branches, will enable us to provide tailor-make solutions to meet individual client needs and specifications.

TT Services is also innovating industry-leading secure e-business solutions that it has pioneered in the South Pacific region. TTS' document scanning and upload expertise has already ensured electronic transmission of thousands of supporting documents to government clients' processing offices, and the digitisation solutions are set to expand.

Part II of this article will appear in the next edition of Communiqué!

Shared VACs a 'win-win'

Most of the South-Pacific region is characterised by relatively low visa application volumes fed by small, dispersed centres of population. Transport links within the region tend to be infrequent and expensive.

With these challenges, the region was the ideal setting for TTS' pioneering of shared service centres for Australian and New Zealand diplomatic posts. Offering cost efficient visa application services for people across the Pacific, the network of shared VACs now spans Port Moresby, Honiara, Suva (co-located VACs), Lautoka, Port Vila, Noumea, Nauru and Tarawa.

According to Operations Head Sanjay Ganesan, who's managed several shared-VAC rollouts, the centres are set up with independent operations for each government client that benefit from pooled resources. "Though much of the infrastructure is shared, procedures, IT, information and SLAs remain distinct. Back office work is segregated to ensure integrity of parallel operations."

Sridhar Krishnamurthy, Director of Operations, stresses the importance of aligning the shared-service solution to all sharing governments. "Each government partner is as important as the next, whatever their respective caseload volume. Thus, we see the key challenge of VAC sharing as navigating any conflicts that might arise as part of the model, and managing any disparity in respective partners' volumes to ensure consistent service."

So, do visa applicants get confused about where to go when they walk into a shared VAC? According to Sanjay, there's plenty of distinct branding and signage to ensure that each client is guided through the process. Information about lodgment processes is provided via separate notices, telephone services, websites and social media accounts.

TTS' success in operating shared services is the product of experience in creating a win-win situation for clients and missions alike.

Serving Americas - TT Services in Washington D.C.

The TT Services Immigration New Zealand (INZ) VAC in Washington D.C. is located just a few city blocks from the famed White House and a short walk away from the World Bank. Oft-referred as the seat of world power, D.C. is also home to more than 170 diplomatic missions.



Street view of our VAC location in downtown D.C.

The D.C. VAC assumes major significance for TT Services as it is our processing hub for all of the Americas and the Caribbean. The VAC provides multilingual support serving customers in English, Spanish and Portuguese. Due to the generally good reliability of delivery services in the region, most applications arrive via mail, and passports returned by courier.

At peak times, executives handle as many as several hundred passports a day, and although most applicants don't come in person, this can change suddenly as clients arrive like an avalanche. This has been a great challenge both for the VAC's partnering INZ post (the New Zealand Embassy) and for its team of hard-working executives.

effect every employee is qualified to handle both front office and back office work with considerable ease. So, at peak times, it's all hands on deck! Additionally the TT Services Los Angeles VAC, shares a large part of work and courier pickup times are made flexible. The VAC's fantastic working partnership with INZ ensures that things run smoothly for what is a relatively high profile, high volume location.

The largest proportion of visa applications in D.C. are from students. Thus peak application times surges just prior to the commencement of college and university semesters - October-January and May-June. Once school's in and volumes come down, the team have more time to enjoy the amazing city they work in.

The area of downtown Washington is also home to many of the city's best restaurants - from Greek to various types of Asian food, to Italian, Persian and even Russian - you name it. It's a culinary mixing pot that's as diverse as the range of visa applicants the TT Services committed D.C. team take such pride in servicing.

It's during the busy periods that the depth of TT Services training comes to the fore. The D.C. team has been cross-trained and is skilled to share all tasks - in



Our Washington team enjoying one of the city's many great restaurants

ISO Surveillance Audit Successful

TT Services is committed to high standards and industry leading practices, and we believe that compliance with recognised standards is just a starting point. The intention is to ensure effective implementation of information security controls and quality management systems. This also paves way for integrity and security of all the assets resulting in better service delivery and higher customer satisfaction.

As an ISO (International Organization for Standardisation) certified company, yearly audits are conducted by BSI (British Standards Institution) to ensure conformance with controls and standards set forth by ISO.

TT Services was recently audited by BSI for ISO 9001 (quality management system) and ISO / IEC 27001 (information security management system) compliance. Audits of four TTS locations were completed and successful, and we have been re-certified by the auditor with no non-compliance.



PAC-king A Punch!

Immigration New Zealand has praised TT Services for its handling of Pacific Access Category visa arrangements in Fiji. Kirsten Lloyd, Commercial Relationship Manager, INZ, extended "a heartfelt thanks from INZ for making this process a seamless and well run operation."

Geoff Scott, Assistant General Manager, Visa Services, INZ added, "This was an extremely well run and professional operation. Looking at the arrangements in place I am confident the team could have successfully managed a far more significant number of applicants with little change in the customer experience."

The Pacific Access Category (PAC) is a unique system where INZ allots a certain number of visas through an annual ballot. The number of registrations increases exponentially during the month-long registration period and special arrangements (including setting up standalone application centres or 'pop-up' VACs) are made to support the large influx of registrants. This year saw the return of Fiji to PAC arrangements after an eight year absence. Following the country's return to democracy, INZ opened the scheme to Fijians for the first time since 2006.

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

