

## Benefits of Travel Management Companies not just for big business

- *SMEs identified as a major priority for helloworld for business network (hwfb) members*
- *Independent travel agents offer the buying power and tech advantages of larger travel companies while still offering the personalised service of a smaller agency.*
- *Productivity, value and mitigating employee risk just some of the benefits SMEs can enjoy*

**June 2016:**

Taking away barriers to business travel management services for the SME market is one of the key objectives for **helloworld for business** going into the new financial year. **Head of Helloworld Associate, Corporate and Affiliate Networks, David Padman**, said the first steps were about dispelling myths TMCs were only for big business and demonstrating the benefit of managed business travel for the SME sector.

“Our network members are SME businesses themselves. They are independent businesses that have access to the **helloworld for business** buying power, plus the latest in digital booking and online systems. However, they still offer the small-firm style of personalised attention and service, something smaller accounts would miss at the large TMCs.”

“Secondly, the belief that it’s cheaper for an SME is to manage its own business travel is very dated. Not only does engaging a TMC give value for money, it saves valuable productivity time and allows all business travel aspects like flights, accommodation and car rental to be accessed in one transaction.”

By aligning like-minded businesses with TMCs that understand what it is like to run a small business, Mr Padman believes that with the increase in travel of SME businesses, there is a perfect market opportunity.

“Twenty years ago it was only big business conducting regular domestic and international travel, now we’re seeing a big increase of travel requirements for smaller to medium enterprises as they engage with customers worldwide.”

Employee safety and risk mitigation is another value addition where **helloworld for business** network believes it has the advantage.

“Employee safety is paramount when they are travelling for business. All of our network members have ready-to-go emergency action plans in the event of a personal or location-based emergency. Our travel agents and TMCs are able to update customers promptly, provide assistance on the ground to their employees and get people home safely and soundly. It’s not only mitigating risk factors, it’s a piece of mind for them and their employees.”

### **About Helloworld Limited**

- Helloworld Limited (ASX: HLO) is a leading Australian based travel distribution company, comprising retail travel businesses, destination management services (inbound) air ticket consolidation, wholesale, corporate and online operations. This includes “*helloworld*”, Australia’s largest network of franchised travel agents, as well as our Corporate, Associate and Affiliate networks, Qantas Holidays, Go Holidays in New Zealand, AOT Inbound, ATS Pacific, QBT, Sunlover Holidays and Insider Journeys
- “*helloworld*” is a nationwide network of independently owned and operated retail travel agencies offering Australian and New Zealand travellers outstanding service, and the best value, tailor-made leisure and corporate travel experiences



- HLO has over 2000 staff located in Australia, New Zealand, Fiji, the USA, South East Asia, India and UK/Europe
- Helloworld is the proud major sponsor of Volleyball Australia and the **helloworld Volleyroos** men's and women's national teams.
- Helloworld is the Official Travel Partner and a Gold Sponsor of Carlton Football Club.

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