



## CASE STUDY

# Global Travel Management Company



### AT A GLANCE

# 94%

TOTAL COMMISSION VOLUME  
COLLECTED DUE TO USE OF  
ONYX PLATFORM

# 5,000

ANNUAL NUMBER OF PAPER  
CHECKS PROCESSED PRIOR TO  
ONYX INTEGRATION. THIS HAS  
SINCE BEEN CUT IN HALF

ONYX SOLUTION: SUREPAY™

### ABOUT OUR CLIENT

With more than 40 years in business, our client offers global travel management programs and solutions. They also have a proven track record of leveraging products and services that result in improved returns for its clients.

### THE CHALLENGE

The process of hotel commission tracking, collection, and reporting had been a significant challenge for our client. Like most business travel agencies, they had internal resources associated with the collection, invoicing, and processing of commission payments, sometimes processing excess of 5,000 checks per year.

### THE ONYX SOLUTION

After due diligence, Onyx CenterSource's Sure Pay platform was chosen to help with improved collection and visibility into hotel commission payments. With the streamlined Onyx process, our client has seen check processing volume reduced by over 50%. This change has led to savings in banking charges as well as time to focus on other areas.

As business continues to grow, the Onyx platform has grown with them. Our client increased its volumes through Onyx by 22% in 2018 and continue to confirm and reconcile at above 94% of total volume.

The Onyx solution has also provided increased visibility through its 360-degree process from booking to hotel confirmation to payment. The business intelligence available from the Onyx report suite allows users to apply data and insight to their booking process, contract negotiations, and pricing models. This, coupled with follow up on outstanding commission balances to ensure agents receive the most accurate, complete, and timely payments possible. Greater hotel commission and reconciliation efficiency resulting in significant gains in commissions collected.

Ready to simplify your  
commissions process? Visit us  
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