

**AT A GLANCE****95%**PERCENTAGE OF CONFIRMED
COMMISSIONS PAID**345,821**TOTAL COMMISSIONABLE ROOM
NIGHTS PROCESSED**\$630,858**TOTAL COMMISSIONS PAID
THROUGH RECOVERPRO**ONYX SOLUTIONS:**
RECOVERPRO™ AND SURE PAY™**ABOUT TOURVEST TRAVEL SERVICES**

Tourvest Travel Services is a division of Tourvest and are leaders in Travel Technology Solutions, Travel and Expense Management as well as Leisure Travel, Meetings & Events. Operating through class leading brands, Tourvest Travel Services prides itself on its exceptional service levels both online and offline and offers its strategic partners unique solutions through innovation and technology.

THE CHALLENGE

After working with an outside vendor for some time, a few concerns began to arise. The Tourvest team was tasked with handling several administrative tasks and manually reconciling transactions. In addition, matching and tracking efforts were limited, making reporting difficult. Eventually these challenges began impacting client satisfaction, leading the Tourvest team to begin exploring alternative vendors.

THE ONYX SOLUTION

Upon returning to Onyx, the value of the solutions were almost immediately realized, with several past commissions being identified and paid out after implementation. And with payments being tracked and consolidated, the Tourvest team was able to identify the source of commissions and improve customer service.

With the addition of a dedicated Client Manager, the Tourvest team was also able to get proactive guidance and suggestions for ways to improve performance, while also keeping them informed about industry headwinds and insights.

Onyx's robust RecoverPro Reporting Portal proved to be one of the greatest value-adds for Tourvest. Reporting had previously been handled manually in spreadsheets, but RecoverPro provided detailed insights related to commissions volumes, payment ratios, and hotel partner performance.



Being able to pull brand-level data is crucial when I'm building out reports for my CFO. I can easily pull insights from the RecoverPro portal, and I'm very confident in the reporting. Onyx and its solutions truly make my job easier.

- Prudence Phiri, Divisional Manager at Tourvest Travel Services

Ready to get more commissions
faster? Visit us today at
OnyxCenterSource.com

