



AT A GLANCE

97.5%

TOTAL COMMISSIONABLE
VOLUME COLLECTED
THROUGH RECOVERPRO

Onyx Solution:
SurePay™ + RecoverPro™

RoomIt

by CWT

Ready to simplify your commissions
process? Visit us today at
OnyxCenterSource.com



Introduction

CWT is one of the largest business travel management companies in the world. RoomIt by CWT premiered in 2017 and is solely dedicated to hotel distribution. RoomIt by CWT is known for offering new and innovative ways to connect hotels and business travelers. The division also relies on the hotels to which they refer business to pay commissions accurately and on time. Having a dedicated portal to monitor key commission performance indicators, like time to pay, is an essential part of their commission process.

The Challenge

RoomIt by CWT has seen progressive growth since its debut to the hospitality industry and with increased growth comes more commission recovery complexity. Having trusted Onyx to manage the commission collection process for their business travel management division, RoomIt by CWT leadership immediately saw an opportunity to gain valuable insights from their commission reconciliation process and to more closely monitor the status of commission payments with Onyx.

The Onyx Solution

Onyx implemented the RecoverPro service that allows RoomIt by CWT to leverage the RecoverPro Reporting Portal, which houses data insights and performance measurements, such as days to pay, commissionable volume by hotel, and rate code performance. RecoverPro was also a key component of RoomIt by CWT successfully capturing more than 97% of confirmed commissionable bookings.

"Onyx and their RecoverPro service have been an essential part of our company's overall commission management process for several years, so we knew exactly the level of support and insights that they could provide for our newest division. RecoverPro has helped RoomIt by CWT to not only collect close to all of our outstanding commissions, but we've gained better visibility into essential KPIs that continue to support our business growth."

-Matthew Brennan
VP, Global Hotel Operations