


AT A GLANCE
99%

CONFIRMED RATIO

800,000+
ROOM NIGHTS PROCESSED
VIA ONYX
99%

PAID RATIO

Onyx Solutions:
Sure Pay™ + RecoverPro™
+ InvoicePro™

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

Introduction

DER BUSINESS Solutions combines the service portfolios of the Corporate Hotels, Congress and MICE sectors under one roof. As a hotel and MICE specialist, DER BUSINESS Solutions stands for the widest range of corporate services within the industry. In the Hotel Solutions division, DER BUSINESS Solutions offers with ratefinding.com, the RFP Consulting Services, DERHOTEL and TRADEFAIRS a wide range of products and services that support companies in realizing more efficient purchasing processes.

The Challenge

Prior to engaging Onyx CenterSource for its commission recovery solutions, DER BUSINESS Solutions struggled with the inability of other vendors to issue invoices for commissions. Without these invoices delivered to hotel partners, it was a challenge for DER BUSINESS Solutions to collect on commissions owed. The largely manual process of commission collection, especially across the company's many agency locations and in different currencies and pay cycles, was time consuming and contributed to overhead administrative costs.

The Onyx Solution

DER BUSINESS Solutions became an Onyx CenterSource client in 2014. Over the last eight years, DER BUSINESS Solutions has managed a systematic commission clearing process for a large volume of bookings, thanks to Onyx's RecoverPro and Sure Pay solutions. The company leverages these tools to create a standardized and reliable process, with commission invoices provided on an ongoing and predictable basis to hotel partners.

DER BUSINESS Solutions is also able to access insights through these platforms to better manage relationships with hotel partners, such as its top performing partners, confirmed and paid ratios and other key performance indicators. The company accesses analytics via the RecoverPro Reporting Portal, which houses data insights and performance measurements, including days to pay, commissionable volume by hotel and rate code performance.