



## AT A GLANCE

# 3,303

AGENCIES RECEIVING PAYMENTS FROM ONYX  
ON BEHALF OF LOUVRE HOTELS GROUP IN 2019

# 1.7MM

NUMBER OF FINANCIAL TRANSACTIONS PROCESSED  
IN 2019 USING COMMPAY SOLUTION

Onyx Solutions:  
CommPay™ + OTASStay™

Ready to simplify your commissions  
process? Visit us today at

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## Introduction

Louvre Hotels Group is a major player in the global hospitality industry, with a portfolio that now includes more than 1,600 hotels in 54 countries. It has a full hotel offering, spanning 1 star to 5 stars, and has emerged as one of the premier hotel groups in the world by encouraging guests to expand their horizons.

## The Challenge

With such a large footprint, managing commissions quickly became a challenge. Louvre sought to implement a solution to help streamline these activities and provide its group of hotels with a tool that could process payments and deliver actionable insights with ease.

## The Onyx Solution

After reviewing solutions, Louvre Hotels Group selected CommPay due to Onyx's knowledge of the industry and presence on both sides of the commission payment process. Upon its implementation, CommPay helped Louvre's hotels by automating the commission payment process, which was of significant financial concern due to an increase in online travel agency bookings. This enabled employees to focus on their most immediate priorities, including responding to the impact of Covid-19 on their global business.

*Through our partnership with Onyx we have been able to improve both the satisfaction of our travel agencies in ensuring prompt commission payments and the satisfaction of our hotels by simplifying this important action. Today our commission process is rapid and efficient, which has enabled us to focus on our core mission as hoteliers : providing the best welcome and caring on site services to our guests during their stay. The confidence we gained working with a trusted partner like Onyx has enabled us to put a partner framework in place that we will use with other third party in the future.* - Olivier Daurat, VP Sales & Distribution

CommPay's benefits were felt even beyond the hotel level. By helping illustrate the value in strategic partnerships, Onyx helped Louvre usher in an updated third party business model.