

## Automated Quality Control

- Correx quality control software
- Currently used by 5 of the top 7 largest travel management companies
- Low fare searches
- Preferred seat assignment
- improvement
- Alternate route and carrier searches
- Flags travel policy violations



## *ISS is an ORAU Protégé Firm.*

ISS is a small and HUBZone certified firm.

Our mission is to create value for our customers by cost effectively providing specialized skills and resources through focused utilization and management.

ISS currently provides Event Planning/Meeting Management Services with Certified Meeting Professionals functioning on-site and off-site. Inclusion of travel services, in conjunction with our event planning/meeting management services, can provide additional flexibility in personnel as well as cost efficiencies.



### Integrated Solutions and Services

318 North Gay Street      Phone: 865-524-5223  
Suite 202                      Fax: 865-524-5175  
Knoxville, TN 37917  
[www.intsolutions.net](http://www.intsolutions.net)



**Integrated Solutions  
& Services, Inc.**

## Travel Services



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## Credit Card Programs

- Credit card programs (American Express, Visa, Mastercard and Diners Club)
- Fully automated credit card reconciliation
- Monthly data provided directly from credit card vendor
- Reports can be customized to match specific customer requirements
- Reports provided electronically on a monthly basis

## Customer Service Assessment

Zoomerang is a state of the art survey product which provides fast and meaningful feedback with online surveys that are web-based, customizable and available in Excel format.

***Innovative Solutions  
to Customers Needs***

# With ISS, Travel Management has never been easier!



ISS offers a complete suite of travel management services to help control your costs.

## Transportation, Reservations and Ticketing

ISS has a dedicated team that will:

- Maintain detailed traveler profiles
- Issue paper and electronic tickets
- Process refunds, exchanges and miscellaneous change orders
- Ensure compliance with customer policies and procedures
- Assure lowest logical fare ticketing
- Assist special needs travelers

## 24/7 Customer Service and Support

- Toll-free phone number available 24 hours a day, 365 days a year
- Worldwide service
- Access to traveler's itinerary and travel information by designated personnel
- Access to customer profile and travel policies by ISS customer service 24/7
- Access to interpreters in as many as 140 different languages
- Travel cost estimates
- Timely delivery of travel itineraries and information

## Dedicated On-Site or Call Center Travel Team

ISS can provide a dedicated corporate onsite travel agency with:

- Full accreditation by the Airlines Reporting Corporation (ARC)
- Computer Reservation System (CRS) - Worldspan
- Training and support
- Experienced corporate on-site travel agents
- Automated Ticket Printer (ATB) located onsite for paper ticket issuance
- Supplemental staff for adequate resource requirements
- Compliance with customer travel policies
- Detailed transition/implementation plan

## Travel Management Reporting

- Detailed traveler information
- Air, car and hotel information
- Pre and post trip data
- Web-based report query system available 24 hours a day
- Emergency traveler location identifier reports available on-demand
- Real-time travel policy exception and fare savings reports
- Customizable reports available in PDF and Excel formats with graphs and summaries

## Travel Vendor Savings Programs



- Utilize existing customer negotiated discount programs or implement ISS agreements where appropriate, utilizing customer requirements such as GSA lodging ceilings or other government discount programs
- Global hotel discount program—savings at almost 11,000 properties in 146 countries
- Rental car negotiation assistance
- Airline point-of-sale discount program negotiation and implementation

## Corporate Online Booking Tool

- ResX Corporate online reservations
- User friendly
- Fully integrated with corporate onsite location
- Customizable travel policy restrictions



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