

# Partnering with your TMC to drive out cost

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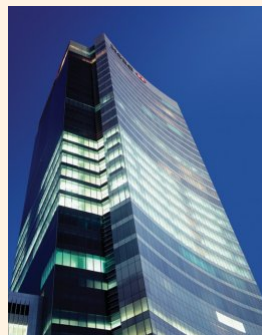
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HSBC 

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Headquartered in London, HSBC  
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### Transparency

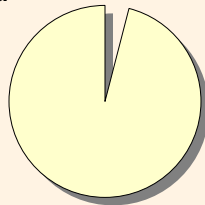
- You must know what drives the TMC operating costs
  - Salaries
  - GDS Costs
  - R & D
- TMC must know what is driving you



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### Cost: It's not just the transaction fee

- Fee paid to the agency typically 3% of overall annual travel spend



- Make sure you are focusing on the other 97%



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**What do you need from your TMC?**

**KNOW YOUR CONTRACT**

- Do you need the level of account management?
- Do you need more or less reporting?
- Do you need more or less agents?
- Are you paying for services you are not getting?



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**Know who your TMC partners are**

- Are they doing their own technology development?
  - What is your company's role or voice in that development?
- Are you benefitting from their supplier agreements?
  - Airline, GDS overrides; volume discounts



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### **Outsourcing**

- Is your TMC outsourcing services?
  - Work with your TMC on this
    - Agent selection critical
    - Consulting services – what are you going to pay?

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### **What makes it successful**

- Knowledge share
  - Parties must be willing to share their costs and their objectives
  - Know your contract
- Constant care
  - Know your numbers

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**What makes it successful**

- Challenge the “business as usual” idea
  - In your own company
  - With your TMC



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**It's got to be done together**

