



**24/7 Support Service**



## About ATI

ATI Business Group has long been a leader in business process outsourcing within the travel and aviation sector, serving clients in over 20 countries around the world. Focused on serving the best customer experience, ATI has developed

several proprietary technology applications, backed with teams of industry experts to provide you an effective solution for sustainable efficiency and organisational growth.

## Why ATI?



Price  
Transparency



Centralised  
Operations



Unified  
Case Log



Travel  
Specialists



Comprehensive  
Reporting



Tailored Training  
& Onboarding Support

# How are we Different

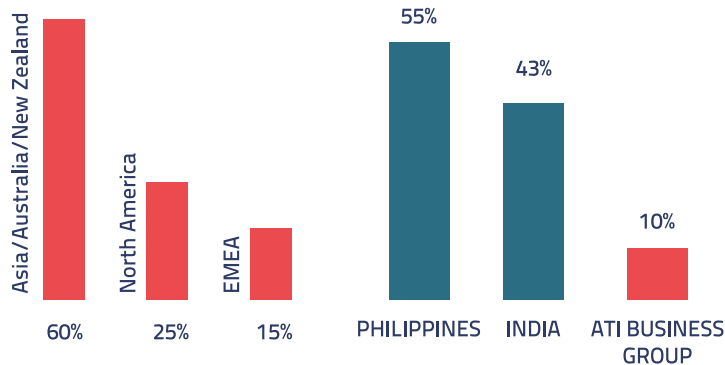
What Sets Us Above (Not Just Apart) From The Rest



Accuracy since 2010

## Quality and Speed of Service

We commit to service level standards with penalties where we do not meet these. ATI has loaded more than 10 million fares and incurred 155 ADM errors giving 99.99% accuracy. Cost to our customers \$0.00 with our ADM guarantee.



## Global Reach

We know and understand the Travel and Aviation sector - that's all we serve. ATI's team of thousands of travel professionals services it's global customers remotely and from its 6 delivery centres to over 20 countries.

## Very Low Turnover of Staff

(ANNUALISED TURNOVER)

With only a 10% annualised turnover, our customers are assured of continuity of service and an in-depth understanding of their business by the team that works with them every day.



## We Take Care of our Staff

Over 64% of ATI people have stayed with us for more than 5 years. Over 79% of ATI people have stayed with us for more than 3 years.



## 24/7 Support Service

In today's fast-paced and interconnected world, the need for after-hours service by travel agencies has become more crucial than ever before. This demand has continuously increased due to several significant shifts in how business is conducted and how customers are now engaging with brands and companies.

ATI understands the importance of providing exceptional service to your clients, even outside of regular business hours. With our advanced workflow technology platform and dedicated team of experienced travel agents, we offer comprehensive support for your clients' urgent requests, ensuring seamless communication and outstanding customer service.

### SERVICE PROVISIONS

## Emergency Support

In unforeseen circumstances such as flight delays, cancellations, or disruptions, our team is ready to assist your clients with re-accommodation, alternative travel arrangements, and guidance to reach their destinations as smoothly as possible.

## Booking Assistance

Our team can handle urgent bookings, cancellations, rebooking, and itinerary changes across various airlines, hotels, car rentals, and other travel services. We ensure prompt action and accurate execution, minimizing any disruption to your clients' travel plans.

## Travel Information and Advice

We provide reliable and up-to-date travel information and advice to your clients. From destination recommendations to visa requirements and airline policies, our team is equipped to address any inquiries your clients may have, helping them make informed decisions.

## Queue Tracking

With our Queue Tracking service, our team will track up to 8 queue numbers per PCC during your afterhours and ensure escalation to your clients when urgent charges occur.

## 24/7 SUPPORT SERVICE COMMERCIAL RATES

|   | USD   | EUR  | GBP  | AUD   |
|---|-------|------|------|-------|
| <b>Account Set-up Fee</b>   | \$300 | €275 | £240 | \$450 |
| <b>Monthly Subscription</b>   | \$200 | €185 | £160 | \$300 |
| <b>Case Fee<br/>Level I Urgent Service<br/>(0 – 2 hours to departure)</b> | \$35  | €32  | £28  | \$50  |
| <b>Case Fee<br/>Level II Service<br/>(&gt;2 hours to departure)</b>       | \$25  | €23  | £20  | \$35  |
| <b>Multiple Bookings</b>  | \$15  | €14  | £12  | \$23  |
| Optional Add-Ons  |       |      |      |       |
| <b>Public Holiday</b>   | \$100 | €185 | £80  | \$150 |
| <b>Queue Tracking (max 8)<br/>*per pcc</b>                                | \$200 | €185 | £160 | \$300 |

### Level I/ Level II Service Fee: Streamlined Prioritization for Enhanced Efficiency

- In our commitment to simplicity, we are introducing a two-tiered pricing structure designed for efficient support. This approach ensures that your cases receive prioritization based on the urgency of the travel request.
- Our transparent pricing model guarantees cost predictability for your agency. Whether your case demands immediate attention or falls within a standard timeframe, our dedicated team is on hand ready to assist.
- Our Service Level Agreement is to answer 95% of calls within five minutes. All tickets issued by ATI are also ADM covered, so you can rest easy knowing you are assured of complete coverage.

### Multiple Bookings

For the convenience of handling multiple travelers and trips within a single case, ensuring efficiency and minimizing costs for your agency. Any additional multiple booking charge will be measured on top of the main case fee per traveler per trip.

\*Same case treatment for the same traveler/trip applied up to 23:59 GMT+7 of the same day, with additional discretion if needed.

### Public Holidays: Customized Support When You Need It

Our service offering is provided all year round other than Christmas, New Year, Good Friday & Easter. For an additional charge on each of these days we can provide uninterrupted service and peace of mind for your agency.

### Queue Tracking

With our Queue Tracking service, our team will track up to 8 queue numbers per PCC during your afterhours and ensure escalation to your clients when urgent charges occur.

### Case Definition

The Case Fee stated above covers one booking. Multiple Bookings charge will be incurred for any additional bookings created or modified within a single telephone or email case. All inbound cases are subject to the case fee regardless of the request type and nature.

### Case Notification Fees: Included in Subscription

Our platform is designed to automate case notifications, providing real-time updates to your clients at no additional cost, adding value to our standard offering.

### Day Cover: Included in Subscription

We believe in simplicity and inclusivity. Day cover, taking calls during your normal operating hours, is included in the standard subscription. This means no extra hourly charges, allowing your agency to maximize service coverage without additional fees.





WORKING WITH THE BEST IN THE INDUSTRY







**CONTACT US!**

reach us at

**[sales@atibusinessgroup.com](mailto:sales@atibusinessgroup.com)**



[atibusinessgroup.com](http://atibusinessgroup.com)

**ATI Business Group**  
Jl. Batutulis Raya 13C  
Jakarta, 10120, Indonesia