

## Account management

### Individual care – optimal solutions

Your individual wishes, expectations and requirements are our benchmark. That is why we adapt to your needs. We analyse the travel behaviour in your company in a detailed, personal meeting at the beginning. In doing so, we always take your needs and the internal structures into consideration. Optimising your process and travel procedures will result in a significant savings potential. Efficient consulting, efficient planning – a good feeling.

# Optimising means benefiting

FIRST Business Travel has a clear aim in sight: to save you money. Therefore, we make your overall costs (direct and indirect costs) of your business trip as optimally as possible. Tailored solutions instead of standard recommendations, process optimisation instead of cost traps – that's our motto. We use our many years of expertise in travel management to support you when it comes to efficiently managing your business travel processes. You can benefit from this!

## Our FIRST Business Travel concept for you

- Travel management advice
- Optimisation of order management
- Support in the development and optimisation of company-specific travel guidelines
- Analyses and evaluation of customer data as part of our Management Information System (MIS)
- Discovery of savings potential
- Portfolio analysis based on market and structural changes
- Support in negotiations with service providers

## Advantages that pay off

- Extensive negotiation and business travel experience
- First-class contact with service providers
- Improved options when purchasing travel services
- Individual support from your personal account manager
- One-stop shop for expertise
- A neutral, independent partner
- Extensive, needs-based service with regular contact and clearly defined objectives
- Optimisation and expansion of cooperation through regular analyses
- Travel cost transparency and reduction in costs

