

Nextfeed Australia and UNSW

Case Study of TravelMonitor Implementation Q1 2005

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Emma Magnusson, Managing Director, Nextfeed Australia


Phil Quayle, Procurement Manager, Accounting Services UNSW



Flight Lock

Nextfeed





Introduction – 4 key points

- UNSW identified the need to address their “Duty of Care” requirements in regard to business travel in 2004.
- As UNSW travel insurance incorporates evacuation services, traveller tracking was the principal driver.
- FlightLock provided modular service which could be customised to fit within the UNSW process controls.
- FlightLock was appointed in late 2004 for implementation for February 1, 2005



UNSW Requirements & Profile

- A\$8,000,000 spent on air travel annually
- Travel advice and approvals provided to Travellers pre trip
- Almost every country in the world a destination or a transfer point
- Unpredictable travel profile due to broad range of schools
- Financially responsible and controlling costs such as over insurance, duplication of insurance.
- Risk Management basis for process controls.
- Philosophy of valuing staff as their greatest asset
- Supporting these values with many reports, mostly manually managed.



2004 Previous Reporting Process

- The approved Travel Agents report traveller locations when requested by UNSW
- UNSW Staff then consolidate these reports
- No automated communications advised to travellers or UNSW management



UNSW Application Review

- Complete assessment of UNSW requirements undertaken
- Internal development of custom application analysed as an option
- Internal review of SOS applications undertaken
- Internal recommendation of FlightLock



Option A – Develop Internally

- Advantage – fully customised solution
- Disadvantage – Expensive, Resource Intensive, Time to develop, Ongoing maintenance and development costs



Option B – SOS solutions

- Advantage – Expert evacuation services
- Disadvantage – Evacuation already covered by insurance. Traveller tracking facility not easily integrated with travel booking process



Conclusion

- FlightLock met all the UNSW required functionality at an acceptable cost to support the Travellers, Travel Policy and ongoing application development for UNSW.



ROI Key Deliverables

- Reputation of UNSW as a caring and responsible employer supported
- Delivery of “Duty of Care” requirements
- Automation of approved Travel Agencies(3) reporting increases timeliness, completeness and therefore ability to respond effectively
- Automation of communication both to travellers and UNSW management improves effectiveness of Travel Policy in terms of compliance and audit



Implementation @ UNSW

- 3 Agents were implemented in 10 days and cutover to production occurred on time from 1 February, 2005
- All Traveller communication systems available, tested and functioning 24x7 from this date without issue.
- Internal Training completed by February 14th, 2005.

FlightLock delivered;

- A benefit to travellers by supporting the panel of Travel Agents selected by UNSW
- Every global destination booked electronically reported in real time to monitor the University Risk Profile
- Travellers receive up to date information regarding security, policy and procedures relevant to every unique trip including en route changes
- Crisis reporting could be distributed in real time with up to the minute status (location data max 10 minutes old)
- Pre trip preparation and advice ensures appropriate care and documents the process for audit
- Real time reporting within the University



TravelMonitor streams real time information and communication

TravelMonitor - Powered by FlightLock - Microsoft Internet Explorer

File Edit View Favorites Tools Help

MELBOURNE, VI, AUSTR
Travelers: 1

Set Map Size: [Small](#) [Medium](#) [Large](#)

Travelers Currently En Route: [Run Report](#)

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Initial Opportunities



If TravelMonitor is implemented...

- Each University can customise the tool to meet their needs yet receive the volume discount
- Demonstration feedback has confirmed it meets all requirements of current University clients
- Travellers benefit from using panel Travel Agents
- Nextfeed deliver traveller locator and communication tool
TravelMonitor as a web service on subscription (user pays)
- Initiative pricing available to all Australian Universities until 31 December 2006 – some implementations need to occur in 2005.