



## CASE STUDY

# Travel Management Company Soars to New Heights with the Cloud

Leading privately held TMC realizes increased revenue opportunities and benefits from improved accessibility and enhanced security measures gained from implementing a customized cloud computing solution.



## Background

MacNair Travel Management (MacNair Travel) is one of the largest privately owned travel management companies (TMCs) in the Washington, D.C., metropolitan region. Corporate travel management experts since 1989, MacNair Travel manages travel arrangements for a wide range of organizations from nonprofits and trade associations to federal contractors, presidential campaigns and large corporations. The company is headquartered in Alexandria, Virginia with employees based in thirteen states across the country.

## Challenges

Previously, MacNair Travel utilized a traditional IT infrastructure that oftentimes encountered problems with accessibility, system and application integration and lost productivity due to extensive employee commutes.

**Michael MacNair, president & CEO, MacNair Travel, said,** *"Like other travel management companies, we rely heavily on the availability of our enterprise-level software system, Sabre, to work properly so that we have access to our entire inventory of airlines, hotels and car rental companies. Previously, we had Sabre and 25 other systems that we needed for day-to-day operations installed locally on our network and we were trying to manage all of these different systems internally. It was overwhelming and difficult to ensure that urgent software and maintenance updates were installed, there weren't any integration problems and we had enough bandwidth to have consistent uptime."*

MacNair Travel's leadership team had to determine whether they should ramp up their internal technology staff to stay ahead of changes and developments to customer security requirements or if they should outsource to cloud storage and data security experts. MacNair had some systems in place to support virtual staff, but wanted to expand their recruitment efforts to hire additional top performing agents and provide them with a high-level of technical support, no matter where in the country they were located.

## At a Glance

### Background

- MacNair Travel is one of the largest privately owned TMCs that manages travel for a variety of local and national organizations, including nonprofits, associations, presidential campaigns, federal contractors and corporations.
- Established in 1989 and headquartered in Alexandria, Virginia, MacNair employs travel agents in over thirteen states.
- [www.macnairtravel.com](http://www.macnairtravel.com)

### Challenges

- Poor connectivity and low server bandwidth prevented agents from working virtually.
- Utilized a traditional, on-site IT set-up or infrastructure with accessibility and integration issues for 24/7/365 business model.
- Lacked technical knowledge to manage and update software as well as stay abreast of increasing security requirements.

## Solution

To effectively combat these challenges, MacNair Travel selected Cetrom to develop a fully outsourced, customized cloud computing solution. Not only did Cetrom have extensive experience working with TMCs, but the leading cloud computing service provider has the ability to host any and all industry-specific applications, including Sabre.

As an added benefit to MacNair Travel, Cetrom's comprehensive cloud computing solution is backed by tier-3 customer support engineers, who break down security into three essential layers - physical, logical and methodological. Cetrom's engineers ensure that the physical security (armed guards, biometrics, pre-approved clearance and restricted access), logical security (firewalls, virus protection, encryption and user-defined permissions) and methodological security (every manual process is approved by multiple cleared users) are all being continuously monitored and checked to ensure the entire system is secure.

## Results

MacNair Travel remained completely operational while Cetrom migrated its data and applications to the cloud. The company benefits significantly from improved accessibility and enhanced data security methods and as a result is able to win more travel management contracts and provide better overall customer service to its clients.

With MacNair Travel's improved accessibility and connectivity, the company is now able to retain some of its top talent when employees relocate and implement recruiting efforts that are not limited by geography. MacNair Travel's staff now has full access to data and resources, including custom travel industry applications, anytime, anywhere, anyhow.

**MacNair comments,** *"I would say knowing that everyone is up and running in the cloud and is using the latest and greatest versions of the software and applications gives me peace of mind. We've expanded the amount of people in the virtual environment and have consultants in more than 13 states. With Cetrom's solution in place, we never wonder whether or not we have access or if we can recruit and deploy new travel agents from any location. Witnessing how staff is able to work without interruption is indicative of how we've worked with Cetrom to solve our original problems."*

Data security is top-of-mind for clients looking to provide their sensitive personal and business information to new vendors. There are many businesses that have employees who try to book their own travel through unsecure or third-party websites. Not only does this put the travelers personal information at risk, but also the company's information at risk if the business traveler books travel arrangements with a company credit card.

**MacNair says,** *"We've coined the term "travel anarchy" to explain the type of risk businesses are subject to when their employees book through unsecure platforms. Being able to provide a secure environment is one of the many benefits that we can articulate to prospects and clients who are trying to reduce risk, travel complications and liability; and a lack of control over how their employees travel. Because of Cetrom, we're able to win more of this business."*

**Cetrom ensures that MacNair and its staff have the cutting-edge technology available and that all software and applications are all being updated in order to provide the best customer service.**



## At a Glance

### Solution

- Cetrom's customized cloud computing solution for TMCs.
- Industry leading security measures and proactive monitoring backed by tier-3 engineers.
- Expertise in hosting and supporting industry-specific software and applications, such as Sabre.

### Results

- Increased ability to recruit and retain more travel agent professionals due to enhanced availability and connectivity.
- Enhanced security measures to ensure MacNair is compliant and meeting client's data security requirements.
- Added revenue opportunities due to the secure environment provided by Cetrom.

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**MacNair concludes,** *"Our clients are really the ones who are benefitting from our partnership with Cetrom. By having our applications and software in the cloud, our highly-trained, expert agents have full access to the top technology in the industry enabling them to deliver the best service to our clients around the clock."*



Cetrom ranked in top 5% of all Microsoft Partners for Customer Satisfaction

Microsoft Partner  
Gold Hosting  
Gold Server Platform

Inc.5000 | 500

