

Elevating Travel and Hospitality Experiences

AIRLINES – HOTELS – CAR RENTAL – FOOD DELIVERY

Experiences Matter

It's a good time for travel and hospitality brands, as consumers increasingly recognize the value of acquiring experiences over things.

But your customer's demand for a great experience starts before their anticipated trip or meal. They expect excellence in their interactions with your brand before, during and even after the event.

Everise has deep expertise helping some of the world's most important travel and hospitality brands elevate the experiences of their customers, how and when they want it.

We leverage our unique advantages of technology, geography and data to efficiently build brand loyalty, fluidly scaling to meet the strong ebb and flow of demand typical of the industry.

And we can do it in any of over 20 languages.

Read on to learn how Everise is your ideal travel and hospitality experience partner.



INDUSTRY EXPERTISE: AIRLINES

Everise specializes in elevating the unique customer experience requirements of airlines by managing broad segments of the traveler's interactions where a unified voice is vital.

This puts us in an ideal position to identify and leverage operational efficiencies only possible when many functions reside under the same roof.

AIRLINE INDUSTRY SERVICES

- Omnichannel customer support
- Reservations
- Upgrades
- Social media support
- Frequent flyer assistance
- Ticket exchanges
- Back office support
- Medical exceptions
- Irregular operations

CASE STUDY:

CLIENT

US-based ultra-low-cost airline servicing markets throughout the western hemisphere.

STRATEGY

Everise consolidated a formerly fragmented tangle of inbound communications channels, rebuilt an outdated agent training curriculum, realigned service level targets and incentives, deployed a complete IVR platform, all while relocating the client's reservation centers to the Philippines and Guatemala City.

RESULT

Well ahead of target date, over 300 agents reached full operational capacity in English and Spanish, realizing a 50% cost savings for the client. This was made possible in part by a training time reduction from 120 to 80 hours, more efficient call routing, and agent conversion rates averaging 110% above goal within just six months.



INDUSTRY EXPERTISE: CAR RENTAL

As an industry where several competing storefronts are often located just steps away from one another, and margins are consequently razor thin, car rental companies must differentiate themselves on the topline through superior customer support and on the bottom line through increased operational efficiencies.

Everise offers both. Here's a closer look at how.

CAR RENTAL INDUSTRY SERVICES

- Reservations
- Roadside assistance
- VIP support
- Rental alterations
- Payment processing
- Back office support

CASE STUDY:

CLIENT

A car rental company comprised of several brands, making it the second largest in the US.

STRATEGY

Everise sought to realize cost savings through reduction of internal technology infrastructure investment and revenue increases by outsourcing CX and increasing customer up-sales.

We deployed over 350 English speaking agents – which would grow to 900 – backed by upgraded contact management technology and refined conversion training. These agents provided sales, roadside assistance and rental extensions.

RESULT

In the first year, our client realized operational savings of 27%, and subsequent technology infrastructure upgrade savings of \$2.5 million – all with no reduction in customer service level.



INDUSTRY EXPERTISE: HOTELS

Few industries better embody the principle of valuing experiences over things than hotels – which are pure experience.

And, more than most any other industry, hotels benefit from the economics of expanding existing guest engagement levels, and this is done most effectively at the time of registration.

HOTEL INDUSTRY SERVICES

- Reservations
- Sales
- Reservations
- Social media support
- Customer service
- Guest relations
- Payment transactions
- Back office support
- Coaching

CASE STUDY:

CLIENT

A leading global full-service hotel and resort company operating multiple brands sought to substantially increase revenue through an optimized agent-based room conversion campaign.

STRATEGY

Everise organized a three-day agent training boot camp series for 300 agents, supplemented by a one-day coaches camp, where upselling techniques were taught, and incentives unveiled and explained.

RESULT

For agents receiving the training, conversion rates immediately increased by 15% for mid-scale rooms and 4% for luxury rooms. That year, the upsell program was responsible for an additional \$170 million in revenue.

INDUSTRY EXPERTISE: FOOD DELIVERY

Mobile apps and the sharing economy come together to make food delivery a hot new market denoted by rapid overseas and domestic growth and uneven customer support demand patterns.

Everise provides broad-based support for all three parties in the new food delivery economy: the consumer, the driver and the food producer.

FOOD DELIVERY SERVICES

- Sales
- Social media support
- AI-powered self help
- Fraud detection
- Roadside assistance
- App support
- Driver support
- Payment
- Restaurant support
- Back office support

CASE STUDY:

CLIENT

Global transportation and food delivery company

CHALLENGE

Boost CSAT scores negatively impacted by the client's rapid success – and associated surge in contact volume – in the market for which Everise was hired to provide customer experience support.

STRATEGY

The response came in two parts. First, generalized training and stepped-up team communication through product refreshers, shift huddles and augmentation of support logic workflows; second, individualized coaching for those agents whose performance didn't improve sufficiently in response to the first part of the process.

OUTCOME

CSAT scores experienced an impressive rebound, bouncing from 3.6 to 4.0 within less than one month and 4.1 by the second month.

Over the following two months, as newly recruited and trained agents were added, CSAT reached an outstanding 4.3.





CONTACT US TO LEARN MORE
sales@weareeverise.com

EVERISE

EVERISE
Travel and Hospitality