

## Business growth without adding resources

***“ProTAS Back Office certainly contributed to the success of our business over the last few years.”  
Says Director Julie Olivier.***



### **The challenge**

In 2008 BTM implemented ProTAS Back Office from ProCon Solution. Due to continuous growth Year on Year, it became apparent that we needed a more robust solution that would automate an identified list of manual tasks, allowing us to continue with our growth, but with system investment, rather than continuing to take on more head count. It also became clear that a more sophisticated system was required to enable BTM to effectively manage a more flexible charging structure and provide timelier reporting for its client base. Along with this grew the need for multi currency functionality as we pursue an expansive international strategy.

### **The solution**

ProCon Solution was selected because of its ability to provide BTM with a system that was both flexible and user friendly and would enable BTM to benefit from both the expertise of the developers at ProCon Solution and their ongoing investment into research and development of the system.

### **The result**

The transition to the new system made BTM able to:

- Respond quickly to unique invoicing requests
- Provide electronic invoicing
- Accommodate tailored fee structures
- Handle transactions in the local currency
- Automate numerous mid and back office procedures
- Increase Agent productivity by 25%
- Work with ProCon on a continuous improvement cycle of automation and best practice solutions.

## **About Business Travel Direct**

Business Travel Direct as founded in 1970 and is today, part of Ickenham Travel Group Plc. a multi-award winning travel management company providing travel expertise, superior service and outstanding value to corporate clients ranging from SME's to FTSE 100 companies.

In 2008 Business Travel Direct committed to providing the highest possible quality of services to all our clients through meeting the requirements of ISO 9001:2000 and an Environmental Policy that meets the requirements of ISO14001. Meeting quality assurance requirements and excelling service and expertise, Business Travel Direct picked up awards for Best Travel Management Company in both 2009 and 2010 at the UK's main business travel industry awards and was runner up in the 2011 awards. In 2009 a multi-lingual Euro Desk was set up to provide the necessary support to our global client base, alongside our capabilities in the USA and Australia. Currently in excess of 300 clients globally are served by an award winning team, who has an average of 15 years' experience, and work from our three locations across the South East of England.

### **For further information**

Please contact us directly via:

Henrik Lykke Hansen  
Account Management Director  
Mail: [hlh@procon.dk](mailto:hlh@procon.dk)  
Phone: + 45 4328 8824

### **ProCon Solution A/S**

Herstedøstervej 27-29  
DK- 2620 Albertslund  
Phone: +45 4363 2266

[www.procon.dk](http://www.procon.dk)