



## CASE STUDY: 24 x 7 x 365

I CONTACTED YOUR EMERGENCY NUMBER AND WAS SO IMPRESSED BY THE SERVICE I RECEIVED FROM ROSE WHO WAS THE DUTY AGENT. A QUICK PHONE CALL AS I HEADED FOR THE GRADUATION CEREMONY AND BY THE TIME I RETURNED SHE HAD EVERYTHING SORTED AND I HEADED FOR THE AIRPORT. I WOULD LIKE YOU TO PASS ON MY SINCERE THANKS TO YOUR AFTER HOURS TEAM; IT IS SUCH A RELIEF TO DEAL WITH TRUE PROFESSIONALS LIKE YOURSELVES.

— JOHN ROBERTSON: APX CUSTOMER

### Introduction

In today's global business environment, assistance with travel management outside of local office hours is not only a critical service, it is an expected capability. APX recognised this need in 1992 and pioneered a true 24 x 7 x 365 service using dedicated company resources.

Today, every day is a business day at APX and we continue to add highly experienced consultant resource who deliver exceptional results that reflect our core value to go "Above & Beyond" at every opportunity.

### Objective

To resource our 24 x 7 x 365 service with only the most experienced and client-focused consultants where every issue is met with a solution. The results ensure we meet a second objective to have a point of difference from our competitors for after-hours support.

Client feedback and bouquets are an effective tool that we use to measure these objectives.

### Method/Process

Our after-hours service builds on our extended office hours resource from 7:00pm—7:00am Monday to Friday and 5:00pm—8:00am Saturday and Sunday.

All calls are managed and diverted from our 0800 and local office numbers by Zeacom Communications Centre software to ensure seamless delivery to a consultant.

"I recently travelled in South America, and with the almost-inevitable missed flight had to contact your 24/7 service. I'd just like to pass on my thanks for your consultants help - very good indeed, and exactly what a 24/7 travel help service should be.

Senior Engineer—PB Power

### Client Scenario

A TVNZ reporter and camera operator were travelling near the border of war-torn Iraq. The reporter had a travel arrangements in place before leaving New Zealand while the camera operator had arrangements to fly back to London when the report was completed.

During this placement, the camera operator's New Zealand resident mother passed away very suddenly and he needed to return to New Zealand as soon as possible. He called a TVNZ Travel Coordinator at 2am NZDT for assistance who got in contact with APX.

Our after-hours support team communicated with the reporter during the night providing multiple airport options and directions to find a location to fly out Iraq.

APX consultants were able to confirm flights that day out of Diyarbakir in Turkey - the closest open airport by road - and arrange for tickets to be available at the airport.

The result; a successful and timely return back home for the traveller.

### Keys to Success

- APX investment into a team of highly experienced consultants who consistently go "Above & Beyond"
- APX global reach and supplier relationships
- APX technology allowing full consultant access to deliver a seamless service that meets our client travel policy
- Consultants with the tools, authority and mandate to 'get the job done'

"I would recommend using Atlantic Pacific to anyone as the expert help and friendly service is first class"

Production Manager—TVNZ Sport

