
WINGS®
GLOBAL TRAVEL

# WORKING WITH US.

Our clients deserve superb service. Superb is our mantra. Connected is our promise.

From personalised traveller care to agile travel programme management, we deliver excellence as standard.

Wings keeps your business connected around the world. Our global technology ecosystem seamlessly connects all your business travel requirements. Our industry leading technology keeps you in touch with your people when they're on the move. Connecting you with your colleagues, customers and partners. Effortlessly putting your teams in the right place, wherever they need to be to create value for your business.

You need a travel management company that delivers a great experience for your business travellers. Superb service before, during and after every trip. Peace of mind with every booking. Joined up, seamless, connected everywhere.

## SUPERB.
## CONNECTED.



# THE WINGS DIFFERENCE.

- Truly global reach and regional presence
- Our team is here 24/7, always by your side
- Superb service before, during and after every trip
- Managing your travellers' risk like no other
- Keeping you seamlessly connected
- Technology exactly the way you need it

# SEAMLESSLY CONNECTED THROUGH THE POWER OF ONE.

ONE COMPANY, ONE TEAM, ONE GLOBAL TECHNOLOGY ECOSYSTEM.



**DEDICATED TO ONE MISSION – PROVIDING A SEAMLESS AND EFFICIENT TRAVEL MANAGEMENT SERVICE TO YOUR BUSINESS.**

# THINK GLOBAL.

Wings has been a leader in business travel management for more than three decades. When you partner with us, you're teaming up with one of the leading independent TMCs in the world.

Wings has 22 wholly owned global operations, so wherever you are in the world, you're always speaking to a member of the Wings team never an affiliate or third-party. One connected team working from one system with real-time information eliminates the delays, errors and frustrations suffered by travellers and travel managers from handovers between outsourced consultants.

# ACT LOCAL. 24/7.

Our Wings regional teams provide local knowledge and expertise which set us apart. We have developed partnerships not only with local travel and accommodation providers but with specialist local providers of everything from fine-dining experiences to personal security and emergency medical support.

# AGILITY – BEYOND THE USUAL.

Our private ownership structure enables us to prioritise the interests of our clients in everything we do – and to adapt how we do it, if your business needs change.

# 22 WHOLLY OWNED OPERATIONS.

London / Aberdeen / Stavanger / Paphos / Houston / Lafayette / Johannesburg / Rio De Janeiro / Bogota / Lagos / Buenos Aires / Calgary / Hamburg / Singapore / Manila / Cape Town / Luanda / Damman / Dubai / Maputo / Cairo / Al Khobar.

WINGS IS HEADQUARTERED IN LONDON, WITH OPERATIONS IN THE US, LATIN AMERICA, EUROPE, ASIA, AFRICA AND THE MIDDLE EAST.

# GOING FURTHER TO MANAGE RISK

Wings is second to none when it comes to managing travel risk and keeping your people safe.

Meticulous planning, attention to detail and personalised service ensure a great experience, but what you and your travellers care about most is keeping them out of harm's way and managing in a crisis.

We keep travellers and travel arrangers constantly informed about global and local events through our alert system, a real-time feed of targeted risk management information. When safety issues arise, we advise travellers before or during a trip of changes to routes and itineraries that will mitigate the risks.

Here are just a few examples illustrating the support you can expect when the unthinkable happens.

- We were able to lay on a private ambulance and pay upfront medical fees for a group involved in a serious collision in a country where local services were corrupt and inefficient.

- We arranged for armed responders in armoured vehicles to be on the scene within minutes after another group found themselves surrounded by gunmen.

- When travellers were fleeing Israel after the 7 October terrorist attack, we pulled strings to extricate Wings clients swiftly and safely, enabling them to avoid congested airports and get home.

These stories all ended well, thanks to the expertise and ingenuity of our consultants and our extensive network of highly skilled and trusted local partners.

We do everything possible to minimise the risks of travel, but when trouble strikes, we do more. Travellers can contact Wings24, a 24/7/365 service provided by our dedicated rapid-response team.

**Every travel management company acknowledges the importance of duty of care, but when the chips are down, no other TMC comes close.**

*“We operate in high risk, unstable areas of the world and depend on Wings to brief our travellers on the best way to navigate the route, handle the logistics from start to finish and everything in between. Between the Wings team and their incredible partners, we get huge peace of mind knowing that our people are protected every step of the way.”*

*- Client of 20 years*

# SUPERB SERVICE.

We've grown by keeping it personal: travel should be an experience, not a transaction. We tailor our service to your business, focusing equally on your strategic goals, your requirements as a travel manager, and the individual needs and preferences of your travellers.

Knowledgeable consultants manage every aspect of your trip with a responsive, user-focused service built on attention to detail, quality and complete satisfaction. Whether it's a quick trip or an extended stay, Wings is with you every step of the way.

We understand that you and your travellers don't have time to worry about the details. Our consultants take care of everything – from the preferred seat on the plane to the right floor at the hotel and a quiet restaurant nearby.

When plans need to change or travel delays and disruption impact your itinerary, we'll sort it out and get your trip back on track quickly and calmly.

We work with you to create a travel programme to meet your business objectives, emphasising visibility, process efficiency and user satisfaction. Your programme will be shaped around your travel policy and reflect how you like to do business, from preferred suppliers to online booking tools.

Whichever way you look at it, the Wings Way is always *your way*.



# AS A WINGS CLIENT, YOU CAN LOOK FORWARD TO:

- A dedicated team providing a tailored gold-standard service for every traveller
- Agile service that copes effortlessly with changes to bookings and itineraries, however frequent or last-minute
- Cost savings and efficiencies across your entire travel programme
- A stress-free experience – we manage online check-in, seat allocation and special requests as part of every booking
- Meticulous care of traveller safety to wellbeing from traveller tracking and real-time safety alerts
- Minimising the impact of disruption and doing whatever it takes to resolve problems
- 24/7 traveller support and extended hours access to our consultants for travel managers, including evenings and weekends
- VIP options such as fast-track passport control/customs, chauffeur service, restaurant and concierge, meeting room booking and meet and greet



*“Our partnerships with clients are built on a traditional service ethos enabled by best-in-class technology and delivered by dedicated travel experts who understand your business. This is why more than 90% of our business comes from referrals and personal recommendations.”*

– ***Cleide Santos,*** *head of operations & account management, Wings Global Travel*

# TECHNOLOGY, EXACTLY THE WAY YOU NEED IT.

Our agility is most prevalent in our technology strategy. In today's fast-paced digital world, we believe it essential to take an agnostic, open-source approach to the systems that drive our clients' travel programmes. That is why we've developed WingsConnect, a centralised platform in a simplified format that is designed to capitalise on connectivity, flexibility, efficiency and personalisation.

## SEAMLESSLY CONNECTED.

Think of WingsConnect as the central hub for your entire travel programme. It securely stores all your custom processes and data – from policies, preferred suppliers, and approval workflows to payment methods, traveller profiles, cost centres, reporting schedules and safety protocols.

Beyond this core functionality, WingsConnect allows us to plug in third-party travel systems, giving you full flexibility to work with the online booking tools, mobile applications, and risk platforms that best suit your needs. It also integrates with your HR and ERP systems, boosting efficiency and creating seamless workflows.



# SIX REASONS TO PARTNER WITH WINGS:

1. Deep industry expertise with more than three decades' experience serving clients from banking and professional services to marine and offshore energy

2. Experts in risk management and duty of care, supported by a dedicated Wings24 service providing urgent and emergency assistance to travellers round the clock

3. "Technology your way" approach to integrating your existing back-office systems and preferred travel tools

4. Services tailored to each client's industry, strategic objectives and business processes, alongside unrivalled VIP services provided by a specialist client team

5. We aggregate content from multiple sources to give you the widest possible choice at the best available prices

6. One global ecosystem seamlessly connected through the power of one.

Please get in touch if you would like to chat through your travel requirements or have any questions about how we can support you.

*“Many of our clients have partnered with us for more than a decade. We’ve been on the journey together. As they have evolved, we have grown our services and geographic footprint to deliver what they need on a global scale. Lasting success comes from mutual trust, respect and willingness to invest in relationships.“*

– ***Tony Sofianos,*** *founder and CEO, Wings Global Travel*


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