ADTRAV
service nonstop℠

Humanitarian & NGO Travel Management Solutions

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Maximize Your Travel Investment

ADTRAV has more than 40 years of experience providing travel management services to humanitarian and NGO organizations. This extensive depth of NGO travel management expertise has enabled ADTRAV to develop the necessary operational processes, training practices, technology products, and overall knowledge to successfully and efficiently manage the complex and unique requirements of this type of travel.

What We Offer

ADTRAV Agents 24/7/365 | When it comes to humanitarian travel, travelers don't have a 9-to-5 schedule, and neither do our agents. From simple reservations to executive-level services, our in-house agents are available 24 hours a day, 7 days a week, 365 days a year. So you can be sure that no matter what happens, we've got your back.

Regulatory Expertise | From the Fly America Act to per diem management, clients count on ADTRAV to deliver a travel program that mitigates risk, monitors compliance, leverages small business contracting, provides DCAA audit support, exceeds industry security standards, and improves overall service levels 24/7/365.

In-House Software Development | ADTRAV's in-house technology team provides customized solutions that eliminate gaps in technology, elevate reporting capabilities, and enhance quality to improve the overall travel experience. We integrate with industry-leading tools to provide future-proof solutions that work for your company.

Online Booking Tool Integration | Unlike many other travel management companies, ADTRAV can support multiple online booking tools and provides level I and level II support as part of our standard offering. Additionally, ADTRAV is a Concur TMC Preferred Partner and is also Concur Travel Support Certified.

SAP® Concur® Partner
TMC Preferred

Unprecedented Audit Capabilities | To ensure federal reimbursement requirements are met on every reservation, we provide an unprecedented audit trail of all transactions through our proprietary itinerary system. Additionally, the federalized version of our RezIntel reporting tool provides an integrated data display featuring one-click export capabilities.

WWW.ADTRAV.COM

Advancing With Technology

Powered by our in-house technology company, RezDesk, ADTRAV uses innovative automation to streamline processes, enhance quality, and improve our clients' overall travel experience. From credit card reconciliation to mobile applications, we integrate our custom applications with your existing systems to develop targeted, effective solutions.

POWERED BY REZDESK

Business Intelligence
Our proprietary business intelligence reporting system uses an innovative dashboard to provide live-data reporting from a variety of sources and displays in-depth analytics in a user-friendly architecture.

Automated Cost Savings
Never worry whether you booked at the right time or if a lower airfare will come along later. Our low-airfare search continually hunts for a lower-priced ticket up until departure. If a lower airfare is found that is greater than the value to exchange, we will alert and rebook. We can also provide this service for hotels.

Dynamic Meetings Reporting
Our platform provides meeting planners with accurate and complete reservation information that is regularly and automatically updated. Also included are graphical representations of critical spend information, detailed data tables, and the ability to manage arrival/departure lists in real time.

Traveler Satisfaction Measures
After each interaction with an ADTRAV agent, we collect and measure traveler satisfaction. This enables us to keep our finger on the pulse of customer service, ensuring any issues are addressed before they affect your travel program.

Verifiable Performance

To ensure we provide the highest levels of service, we developed a tool that enables travelers to rate every interaction with ADTRAV agents.

How Does It Work?

After a trip is booked, travelers receive an email to rate the agent's service. This information is instantly collected and displayed on a dashboard for everyone at ADTRAV to see. This allows us to apply gamification to customer service and receive real-time feedback about our performance.

99.3%
TRAVELER SATISFACTION

99.9%
AGENT SUCCESS RATE

99.7%
UNUSED TICKET PROCESSING

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2018 YTD Statistics

ADTRAV Data Security
Share Data With Confidence

We protect client and traveler information to the highest level of federal government requirements and are unique among TMCs in the breadth of our security programs. ADTRAV is committed to providing the highest quality solutions and the most secure environment for your sensitive data. We aim to demonstrate such value with the certifications and network security standards below:

How ADTRAV Protects Your Data
Network Security & Certifications

FISMA COMPLIANCE — FISMA is one of the most important regulations for federal data security standards and guidelines. It was introduced to reduce the security risk to federal information and data while managing federal spending on information security. ADTRAV has met FISMA Compliance standards.

SOC 2 TYPE II CERTIFIED — The purpose of the SOC 2 audit is to specifically address an organization's controls in the key Trust Services Criteria: Security, Availability, and Confidentiality. The Type 2 report is the auditors' opinion on the operating effectiveness of the controls in place at ADTRAV related to the services delivered to user organizations.

PCI DSS CERTIFIED — PCI certification is a rigorous and comprehensive process that involves a full-scale audit by a qualified security assessor (QSA). The QSA validates all areas of the business to ensure proper controls and security measures are in place to protect the customer.

GDPR COMPLIANT — ADTRAV is self-classified as a Processor under the GDPR defined organizational roles. ADTRAV has performed an internal gap analysis, evaluating our business operations and existing control structure against the GDPR requirements.

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Contact Us

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