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HRG Signs Exclusive Agreement With red24

Source: *BTB Travel*

International corporate services company Hogg Robinson Group (HRG) has announced that it has signed a unique agreement with red24, leading providers of security advice worldwide, to provide a proactive, global travel and security alerts system that may be tailored to meet clients' specific requirements and traveller itineraries.

The enhanced alerts service, which is formally launched at the Business Travel Show in London (13th -- 15th February), further improves HRG's ability to provide accurate and timely information to its clients. It ensures that corporate clients and their travellers are aware -- both at the time of booking and during their trip - of any incidents or potential problems (such as security issues or proposed strike actions) that may impact their travel arrangements.

Benefits include:

- A live feed for up to the minute updates
- Immediate security monitoring and alerts via email and SMS text messaging
- Increased detail for tailored 'real-time' reporting
- Ability to use in conjunction with HRG Travel Watch (HRG's proprietary web-based, traveller tracking system).

The new system will be available as a standalone solution with effect from April 2007. HRG also plans to integrate the alerts service into its recently launched, web-based HRG Portal (designed to act as a personalised electronic travel assistant to provide a seamless online experience for travellers and travel managers/bookers) and HRG Online (the company's in-house developed, self service reservation tool).

Bill Brindle, Business Technology & Distribution Director of HRG, commented: "Our unique relationship with red24 takes our proactive client communications to a new level. Not only can clients take advantage of instant, tailored security information and reporting prior to travel through a medium which exactly suits their needs, but they can also be assured of complete data confidentiality as the process of issuing alerts, and matching them to traveller itineraries, is completely controlled by HRG rather than using a third party."

He continued: "The safety and security of our travellers is of paramount importance and this latest initiative is in line with HRG's commitment to outstanding client service provision, ensuring that our capabilities are not just called upon in times of crisis but are integral to our overall approach." Simon Richards, Chairman of ARC Risk Management Group plc (parent company of red24), added: "This contract marks our first steps in the corporate travel security market and, once again, demonstrates our ability to offer tailor made solutions to meet a client's needs. We are excited to be working with a company the calibre of HRG to offer red24's travel alert service to corporate travellers."

In addition to offering an industry-leading security alerts system, HRG's global presence means that its clients have access to:

- A 24 hour Traveller Assist service manned by highly capable and experienced consultants
- Highly effective technology and traveller tracking systems, which provide instant access to comprehensive traveller data
- The experience and flexibility to swiftly assess any situation and reallocate/draft in additional resource as necessary
- An extensive worldwide support mechanism, using the expertise of the Company's international colleagues, in almost 100 countries

- Exceptional staff who are committed to delivering service excellence, even in the most difficult of circumstances
- Relationships with the world's major airlines which helps us obtain up-to- the-minute information, as well as helping ensure our travellers take precedence wherever and whenever possible.