

## Business Travel Case Study

### The Customer

**Azzurro Travel set up the travel arrangements for a business traveler on his sales trip to India in the fall of 2016.**

The customer has used Azzurro Travel many times before, so we already knew his preferences and had all of the information we needed to book his travel arrangements.

He flew business class out of Los Angeles, crossing the pacific to Mumbai for his sales meetings.

### The Challenge

**On his return trip, his flight out of India on his way to his connecting flight in Asia was delayed five hours.**

The Azzurro Travel consultant got a call from the traveler on a Sunday afternoon in the U.S. The traveler was at the airport in Mumbai and was facing a forced overnight and missed connections because of the delayed flight.

The consultant contacted the various airlines involved right away and got the customer rerouted on a flight connecting through Germany.

## What did Azzurro Travel Supply?



Pre-trip budgeting, travel bookings for air, hotels, and ground transportation, and post-trip reports.



The personal travel team from Azzurro Travel worked with the traveler determining all of his needs for the trip within his budget.



The traveler and Azzurro Travel communicated through email, cell phone, and texting. We worked when he worked, offering assistance that was on his schedule.

### Why Azzurro Travel?

**Decades of experience has taught us that organizing business travel is much more complex than simply issuing airline tickets.**

Our personalized service, which we offer 24/7, 365 days out of the year, kept our customer happy. We understand the pace and complexities of business travel and have years of experience assisting our business travel customers.

Our flexibility is a core part of our service, and it benefitted him greatly.



### The Result

**Azzurro Travel played a key role in getting our customer back home, and he arrived within 15 minutes of his originally scheduled flight.**

From the beginning to the end of the trip, the traveler had a personal travel team that provided personalized expert service.

Because of this, Azzurro Travel created an exceptional travel experience for the client.