

R.D. Brown Company

TMC Contract Benchmarking

Service / Cost Benchmarking

R.D. Brown Company offers a service that allows you to benchmark your company's travel agency contract. This service provides a comparison to other companies similar in size, region, and/or industry. It is useful prior to a bid process or it may eliminate the need for a bid process. R.D. Brown Company has used this methodology for benchmarking TMC contracts for more than 5 years.

R.D. Brown's benchmarking service offers the following:

- A comparison of services provided, value, and delivery performance to other companies that have participated in the process.
- Ranking of your cost per transaction and overall agency expenses and fees compared to similar companies.
- A determination of the effectiveness of the current agency agreement and recommendations for improvement to close the "gap" with best practice contracts.

R.D. Brown can complete the contract benchmarking in a two week period using the following steps:

- Initial conference to gather data and review the program
- Review of current travel agency contract document
- Completion of Service / Cost Index survey by the client
- Benchmarking of fees and services with peer companies
- Development of the TMC Contract Analysis Report
- Web presentation of the report to client team

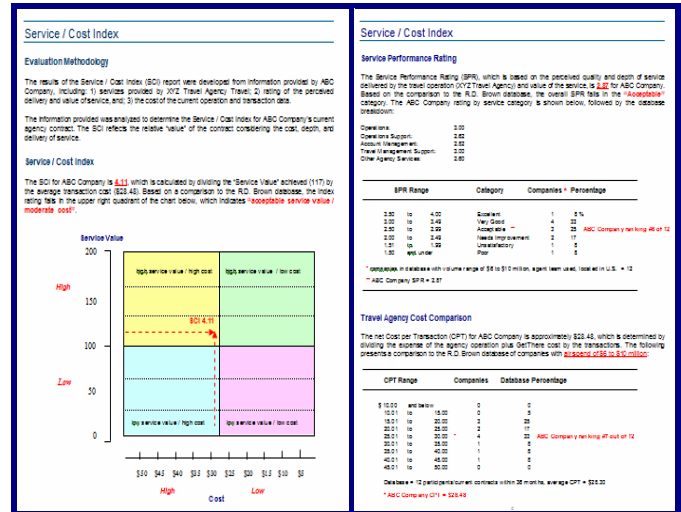
Your data is confidential and compared to other companies' data independent of client identity. R.D. Brown provides a confidentiality agreement prior to start of the project.

The final report includes a management summary with a **Service / Cost Index**, the company's ranking compared to peer companies in the database, targets for negotiation, service solutions, and recommendations for next steps.

R.D. Brown can also work with your organization if you need assistance negotiating a new contract and/or to complete a competitive bid process.

For additional information about R.D. Brown's **TMC Contract Benchmarking** or to explore additional consulting services, please contact us at rdbrownco@aol.com or 847-854-5432.

R.D. Brown Company is an Illinois corporation formed in 1983 to provide corporate and government consulting services related to the travel industry. The company provides consulting and outsourced project services for corporations on a national and international basis.



Benefits

TMC Contract Benchmarking identifies weaknesses and opportunities in your current TMC agreement. It provides direction based on industry best practices, and allows you to use R.D. Brown's experience and expertise to help move your program to a higher level.

- **Validate effectiveness** – if your TMC agreement is already strong, services are good, and fees are reasonable, the analysis will validate that and support retention of the TMC.
- **Gaps identified** - areas for improvement, cost savings, efficiency, and/or process improvement will be identified, and recommendations for improvement will be presented.
- **Database** - the source used to compare TMC services, fees, and cost contains data from companies that have completed the benchmarking process, including global organizations of all sizes.

