



A Track Record of Delivering On Promises

Legacy Carrier Client: Package Vacation Customer Care, Online Support and Loyalty Program Support

One of the world's most celebrated airlines approached us in 1994 to provide contact center services and operational support. A pioneer in providing private-label services to the travel industry, Trase Miller was one of five finalists. Our team included leading recognized experts in start-ups, site selection, municipality negotiations, telephony/technology, large-scale flash recruitment and call center management in a travel industry context.

Inside 120 days contact centers were identified, negotiated and built out in Tulsa and Albuquerque:

- Trase Miller with assistance from the airline hired and trained over 800 employees.
- The relationship has been renewed multiple times and continues in a win-win multi-year agreement.
- Service levels consistently met.
- The relationship has been expanded to other business units at the airline.

REFERENCE AVAILABLE ON REQUEST

Leading OTA Client: Airline Products – Customer Sales and Service

An innovative Online Travel Agency that specializes in international airline travel and creator of a first-of-its kind web site decided to repatriate (re-shore) its customer contact center perspective. Though the company's online efforts were successful and growing their brands they were under constant attack by customers that wanted to speak to onshore USA representatives.

- Inside 80 days Trase Miller's Project Management Team and Instructional Design Experts wrote curriculum, and recruited/trained a designated team of specialists.
- Trase Miller adapted to a Scope of Work that significantly changed from Agreement Execution.
- And we launched on time and under budget.
- The relationship has been expanded to include other work streams.

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