



Transition and Implementation

Sit back and let your business take off with Orbit

Changing travel management companies might seem like a big step. But it doesn't need to be. We've been refining the transition process for more than 25 years, so we can assure you that your move to Orbit will go as smoothly as possible. We'll upload all necessary data, provide your team with technical training, and once all systems are set up, carry out quality control checks to make sure everything goes without a hitch. Most important of all, we'll keep you in the loop every step of the way.

Orbit's Implementation Plan

We believe that the key to a seamless transition lies in a detailed Implementation Plan. We'll assign a dedicated team to develop and manage a plan specifically to suit your organisation's needs, but to give you an idea of what it might involve, these are the main steps we follow:

1. Business understanding meeting

We start by getting to know your organisation and gaining an understanding of your objectives, travel policy and other requirements. This is when we agree on an implementation timeline and discuss the level of support you'd like us to provide.

2. Partnership meeting

Our next step is to offer recommendations and look at opportunities to improve your travel policy and streamline processes to better meet your objectives. We'll also determine your relationship with your Orbit account manager and align our team's KPIs to your objectives.

3. Setting up systems

Not only will you have access to Orbit's preferred suppliers (and rates) but we'll also negotiate with your preferred airline, hotel and car rental suppliers to secure you the best possible rates. At the same time, we'll set you up on Orbit Online, uploading your company and traveller profiles and organising your invoicing and reporting systems. And, whenever possible, we'll transfer data from your incumbent provider's system directly to ours.

4. Road show

Before the transition is complete, we'll visit your offices to meet your travel arrangers and key travellers, and to hold training sessions with your team.

5. Launch

By this time we'll have carried out control checks on all systems, and have everything set up to ensure its working as it should be. We'll also have a help desk set up and ready for any questions or queries from your team.

6. Regular phone or face-to-face meetings

During the 'start up' phase we'll hold regular meetings to ensure that all processes are going smoothly and to listen and respond to your feedback.