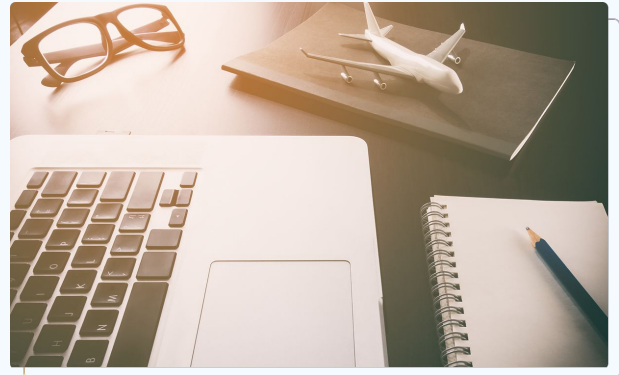


RESHOPPING, AUTOMATED. SAME WHITE-GLOVE EXPERIENCE

World Travel turns to Overseer to bring seamless post-booking savings to its customers



CUSTOMER SINCE

2024

ROI

~250%  
for its customers

IMPACT

~ 2% savings  
across entire portfolio

The challenge: Corporate clients want measurable savings and innovation, without sacrificing personalized, high-touch service they've come to love

Founded in the late 1950s, World Travel has grown from a family-owned agency in Tulsa, Oklahoma, into one of the top 50 travel management companies in the United States.

Known for its long-standing client relationships and commitment to high-touch service, the company has built a reputation for trust and reliability over more than six decades.

The company faced a challenge - corporate customers expected measurable savings and innovation. But they still wanted the same seamless, high-touch service that had defined World Travel for decades.

World Travel was looking for a way to fully automate their rebooking without compromising the premium customer experience that has set it apart for years.

MAIN GOALS



Delivering measurable, post-booking savings to corporate clients



Embracing new technologies to stay competitive in a changing, AI-driven market



Implementing an innovative and reliable travel tech solution to meet World Travel's growing needs



Preserving the customer experience that defines World Travel's reputation



Strengthening client loyalty by combining innovation with high-touch service

**Matt King, President of World Travel**, says the partnership with Overseer underscores how innovation and service can thrive together:

The industry's changing fast, and that excites me. At World Travel, we've always believed that technology and premium service don't compete—they make each other stronger. Overseer's platform is helping us prove that every day, delivering immediate ROI for our clients in the process.

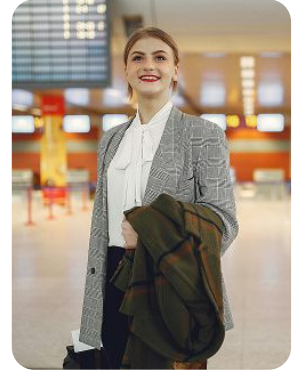
## Automating rebooking feels risky

We showed World Travel how safe it can be.

World Travel's leadership was clear on what they wanted to achieve, but they also had concerns. They feared that introducing automation might compromise the premium experience their clients had come to expect, affecting traveler satisfaction and World Travel's reputation.

There was also hesitation about operational disruption. Would new technologies cause issues with rebookings?

That's why World Travel turned to us. They were looking for a partner who could help them automate their rebooking process in a way that would capture measurable savings, reduce manual workload, and still protect the premium customer experience at the heart of their brand.



## THE SOLUTION

### Oversee's FareSaver - Air Price Assurance

Integrating Oversee's AI engine for automatic rebooking was seamless, allowing World Travel to unlock savings without disrupting the customer experience. Our AI-backed engine continuously monitored fares post booking and automatically rebooked when better rates became available. This enabled us to deliver measurable savings from the get-go while ensuring all travelers' needs were still met.

Initially, World Travel was hesitant to enable automation, as they were concerned it would compromise their white-glove service levels. But once they saw how the service boosted savings for their customers, they quickly recognized it as a powerful advantage. Within a few weeks, World Travel was all-in, and they were happy to have us fully automate reshopping across their portfolio. The process was smooth, with no hiccups or complaints from customers - only savings, and happy customers.

# How we did it

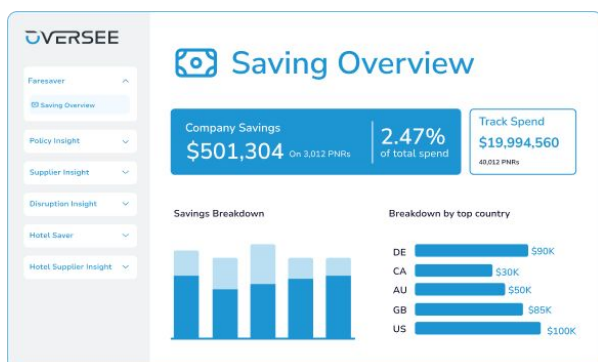
## A look behind the scenes

After carefully assessing World Travel's needs, we built a solution that delivered measurable savings while protecting their premium service. Our approach combined automated reshopping with real-time, AI-driven monitoring, ensuring clients always secured the best rates. With *Oversee*, World Travel could clearly demonstrate ROI to its customers while maintaining the seamless experience that defines their brand.



## Reshop, rebook & save. Automatically

Our smart technologies reshopped and rebooked for a seamless and hassle-free experience - amounting to significant realized savings.

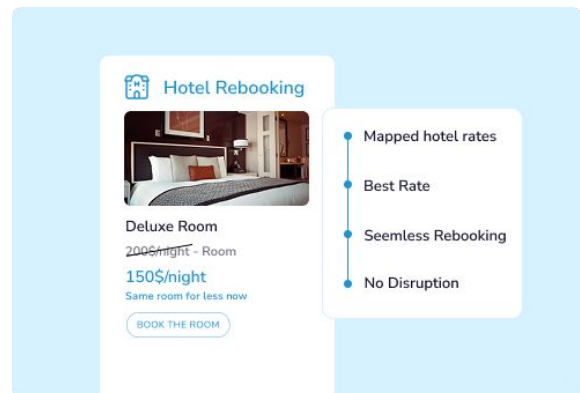


1

## AI-based monitoring

Our machine learning-backed system continuously monitored to capture price drops after the initial booking.

2



3

## Actional data & real savings

Our comprehensive analytics captured all savings in real-time, so they always knew how their travel program was performing.

## The Oversee impact

Oversee's technology helped World Travel unlock new savings opportunities for its clients, streamlined internal workflows, and freed agents to focus on high-touch service rather than manual reshipping.

Most importantly, it demonstrated that innovation and white-glove care can work hand-in-hand while delivering immediate ROI to customers. This strengthened client loyalty and helped position World Travel as a forward-thinking leader in a rapidly evolving industry.

### Within just nine months, World Travel delivered

- An average of ~2% savings for their entire portfolio
- ~250% ROI for the customers



#### Greater client savings

Unlocking added value for customers post booking



#### Enhanced service portfolio

Strengthening offering with smart, AI-enabled solutions



#### Uncompromised customer service

Preserving the premium service experience clients expect

## About World Travel

Founded in the late 1950s, World Travel is a family-owned travel management company headquartered in Tulsa, Oklahoma, with additional offices in Oklahoma City and Austin, Texas.

Consistently ranked among the top 50 travel organizations in the United States, the company is recognized for its scale, stability, and proven expertise in delivering comprehensive travel management solutions.

## About Oversee

Oversee's product suite is trusted by leading travel companies worldwide. Our deep industry knowledge, AI technology and customer-focused approach guide our innovation - aimed at continuously optimizing, automating and scaling our customers' businesses.

We empower our customers to maximize savings and boost revenue, increase productivity and operational efficiency, and grow their customer base through exceptional service.

# Transform your corporate travel, seamlessly

Take the overwhelm and budget drain out of your corporate travel program for good with Oversee. **Reach out and let's chat.**