



ONE MILLION DOLLARS IN QUIET SAVINGS

How a technology-forward, employee-owned TMC paired automation with high-touch service to protect traveler experience and grow client value.



CUSTOMER SINCE

2024

TOTAL SAVINGS

\$1M+

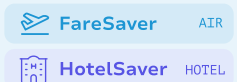
CUSTOMER ROI

333%

SAVINGS RATE

UP
TO 4%

PRODUCTS IN USE



THE CHALLENGE

Reshopping without the extra operational burden

TravelStore is a high-touch TMC built on a simple belief: one size never fits all. Every travel program is tailored to the client, every itinerary reflects the care of a dedicated human advisor, and every engagement is treated as a long-term partnership. That commitment is the foundation of their competitive edge.

TravelStore was running a mature, technology-enabled operation, but they wanted to provide more value to their customers in the midst of rising industry-wide challenges:



Price volatility had become structural, not seasonal.

Airline pricing now moves in real time, and hotel rates flex against demand windows that didn't exist a few years ago. Bookings made were often found at a lower price post booking.



Manual reshopping was too heavy of an operational burden.

Travel Agents are TravelStore's product. Asking them to monitor fares post-booking, chase rate drops, or manage reissues at scale would have diluted the service that gave TravelStore its name.



Traveler experience was non-negotiable.

Any optimization that disrupted itineraries, changed seats, or surprised a traveler at the airport would have undermined years of relationship building in a single incident.



TravelStore was looking for a way to capture continuous, post-booking savings on both air and hotel without adding to the load of its agents, and without traveler complaints.



IN TRAVELSTORE'S WORDS:

Our clients work with us because they expect personalized service behind every trip - an experience that feels tailored, attentive, and seamless from start to finish. Any reshopping solution we used had to support that standard, not interfere with it. That's why Oversee made sense for us. The platform operates quietly in the background, automatically captures savings opportunities, and keeps the traveler experience completely seamless. From our perspective, that's the only way reshopping should be done.

Brian Crawford

TravelStore's President and CEO.





THE SOLUTION

FareSaver and HotelSaver: built for a high-touch partnership

TravelStore selected FareSaver and HotelSaver, Oversee's automated post-booking price assurance platform for air and hotel.

The fit was deliberate. Three characteristics made the platform the right complement to a high-touch, technology-driven TMC:



AUTOMATION THAT ENHANCES HUMAN SERVICE.

The system works in the seams of the booking lifecycle that human agents don't (and shouldn't) sit on top of. Travel agents continue to own the relationship, the consultation, and the policy nuance. The platform owns the price-monitoring grind.



LIKE-FOR-LIKE REBOOKING AS THE DEFAULT.

Same carrier, same itinerary, same cabin class, same seat type for air. Same hotel, same room category for hotel. Traveler experience stays intact.



SUCCESS-FEE COMMERCIAL MODEL.

TravelStore is only charged when savings are actually captured for the client. There is no fixed software fee to defend internally, therefore no business risk.



THE RESULT

TravelStore's agents remain the face of the program, and Oversee's reshopping platform sits behind them as a continuous optimization layer the client never has to think about.



Ready to optimize your travel program?

Join the travel businesses already scaling smarter with Oversee.

JOIN NOW ↗

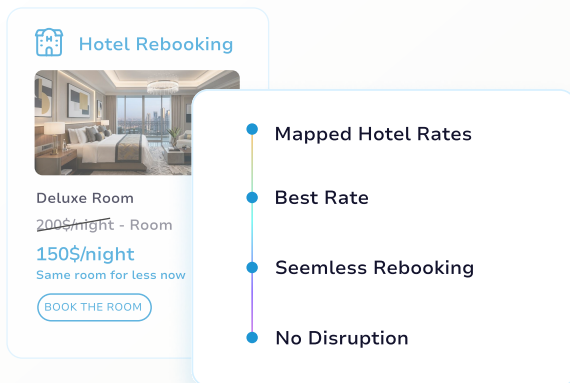
HOW WE DID IT

The workflow is intentionally simple



Guardrails configured to TravelStore's rules.

Every reshop and rebook opportunity runs through a layer of pre-defined guardrails before any action is taken.



Visibility for TravelStore and its corporate clients.

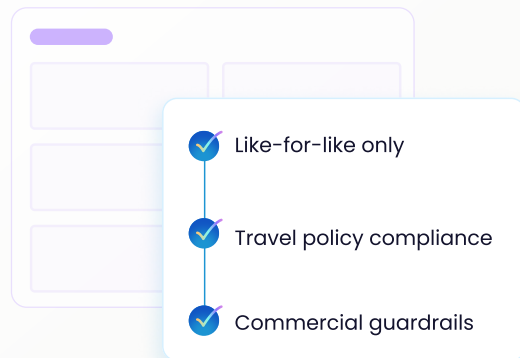
Captured savings flow into reporting dashboards that TravelStore uses internally and surfaces to corporate clients. The savings story becomes a regular feature of the client conversation.

1

Continuous post-booking monitoring.

Once travel is booked, AI-powered FareSaver and HotelSaver pick it up automatically. Air fares and hotel rates are monitored continuously.

2



3

Automated rebook, zero agent touch.

When a qualifying lower fare or rate is found, the system executes the rebook automatically, and informs TravelStore.

4



Ready to optimize your travel program?

Join the travel businesses already scaling smarter with Oversee.

JOIN NOW ↗

IMPACT

Durable and measurable value

In a quiet, compounding way, the TravelStore program has delivered exactly what a mature TMC partnership should deliver: durable, measurable value that doesn't require a big lift to sustain.

~\$1,000,000

In total savings returned to TravelStore's corporate clients

~10,000

Bookings optimized across air and hotel

333% ROI

For the clients using the program

4%

Up to 4% savings rate on optimized spend



Beyond the numbers, three qualitative outcomes matter just as much to a TMC like TravelStore:

Operational simplicity.

Agents stayed focused on what they're hired to do. Reshopping never became a workflow they had to learn, monitor, or manage.

Traveler experience protected.

Like-for-like rebooking and policy guardrails meant the program ran for two years without becoming a source of traveler complaints or escalation traffic.

A stronger client value story.

TravelStore now walks into client reviews with a concrete, recurring savings line that didn't exist before. It reinforces, rather than competes with, the personalized service that wins the account in the first place.

Why It Matters for TMCs

Post-booking is a savings line, not a service risk.

Done with the right guardrails, continuous reshopping captures value without touching the traveler.

High-touch and high-automation are not opposites.

The right automation makes human agents more valuable, not less, by removing the work they shouldn't be doing.

Success-fee economics align everyone.

When the TMC, the corporate client, and the platform all win only when real savings are captured, the program defends itself in every QBR.

Looking to the Future

Oversee and TravelStore are working on their next joint project - applying Agentic AI solutions to streamline their operational workflows and customer support. Stay tuned for updates!

STAY TUNED ↗



About us



ABOUT OVERSEE

Oversee (formerly FairFly) is the travel industry's AI-powered optimization layer and growth engine for TMCs and corporate travel programs. The platform combines automated reshopping (FareSaver and HotelSaver), agentic AI for agent operations (AgentSee), and travel sourcing analytics into a single, GDS and POS agnostic architecture. Oversee manages more than \$10B in annual travel spend, has optimized over 2 million bookings, and has generated more than \$300M in savings for over 7,000 customers across 60+ countries, including more than 50% of the BTN 100. Learn more at oversee.biz.



TRAVELSTORE

ABOUT TRAVELSTORE

TravelStore is an employee-owned travel management company with a proud 50-year legacy of service excellence. Headquartered in Los Angeles, with multiple branch locations, TravelStore delivers a comprehensive range of both corporate travel management and leisure travel services.

As a BCD Travel Affiliate, TravelStore provides a full suite of business travel solutions designed to optimize performance and enhance the traveler experience. These include dedicated account management, advanced technology platforms, automated quality control, customized reporting, and access to exclusive negotiated rate programs—all delivered with a strong, consistent focus on personalized customer service.

In the leisure space, TravelStore is a distinguished member of the Signature Travel Network, specializing in luxury cruises, curated tours, and bespoke vacation experiences tailored to each client's preferences.

For more information, visit <https://www.travelstore.com>, contact us online at <https://www.travelstore.com/business/contact-us>, or call us at 800-850-3226.



Stop leaving savings on the table.

Join the TMCs already recovering millions in missed travel spend - automatically.

info@oversee.biz

www.oversee.biz