



agiito

**An end-to-end
service for our public
sector customers.**

Crown
Commercial
Service
Supplier

RM6217

Lot 1: Booking
Solutions UK Point
of Sale - Low Touch.

RM6217

Lot 4: Booking
Solutions Venues
& Events.



We have the best people in the industry, providing unparalleled solutions and challenging the status-quo to deliver your goals every time.

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A brief introduction.

RM6217 is a Crown Commercial Services (CCS) framework agreement for use by central government departments and their agencies, and all other UK public sector bodies, including but not limited to local authorities, health, police, fire and rescue, education & devolved administrations. The scope of RM6217 covers all elements of domestic and international business travel and accommodation, as well as venue-sourcing and events.

We are incredibly proud to be, out of all the suppliers on the framework, the only provider on the commercial agreement, supplying both Lot 1: Booking Solutions UK Point of Sale - Low Touch and Lot 4: Booking Solutions Venues & Events. This allows us to continue offering our extensive services to reduce and optimise public sector spending through our incredible combination of people, products, and services, for either travel, venue finding and events or as a combined single supplier.

Why us?

We're uniquely placed to serve public sector organisations, using our travel, meetings and events experience so you have a single supplier for all of your needs. By offering a single source solution or either lot individually, we can save time and costs on the entire procurement process. Customers also benefit from direct access, HR feeds and MI data.

Whether you're from a local council or a large government body, we offer a variety of different frameworks, so you know you're working with the

one that suits you best. Plus, you'll be in safe hands, as we've already done the due diligence.

We understand the challenges public sector organisations face, such as making that all important travel and meeting budget stretch a little bit further whilst balancing the safety, security, and wellbeing of your travellers. By understanding these challenges, we apply our depth and breadth of expert industry knowledge and extensive supplier relationships to add even further value:

- Better quality accommodation and on-property discounts
- Value-added benefits: free Wi-Fi, discounted station car parking, airport lounge access
- Lowest fare/price guarantee
- Communications to keep travellers safe and informed
- Preferred rates and negotiated discounts for venues across the UK

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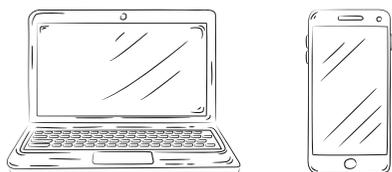


Innovators in innovation.

Connect is more than just a booking portal: it's the travel, meetings and events gateway. With smart features, Connect asks the important questions of travellers to avoid unnecessary travel and when people need to travel and connect face-to-face, offers all the tools for total trip management in a way that adds value and recognises the importance of their safety and wellbeing.

Educational content, videos, presentations and hints and tips guide travellers towards best practice. This is aligned with your company's travel policy and overall business objectives to help drive policy and programme compliance, cost avoidance and reduction.

Connect, also gives meeting planners full control, making it possible to search, plan, book and manage all of your meeting requirements, through one simple, easy-to-use online tool. With a wide range of live venues with negotiated rates, from preferred to non-preferred and not-for-profit to unique venues, finding the right venue at the right price has never been easier.



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Powerful technology and straightforward simplicity, all under one roof. Connect offers so much more than the standard booking portal, it supports our core principles by helping organisations avoid unnecessary travel (through best practice education and awareness content) and when people do need to travel, it enables them to in a way that generates value and recognises the importance of their safety and wellbeing.

Key features

- ✔ Personalised user experience
- ✔ Fingertip travel tools
- ✔ Travel timeline visibility
- ✔ Access to educational content and resources
- ✔ Mobile app
- ✔ Search and book
- ✔ Venue details
- ✔ Manage bookings online
- ✔ Pre-approval
- ✔ Feedback
- ✔ Online reporting
- ✔ Internal room management
- ✔ Delegate registration

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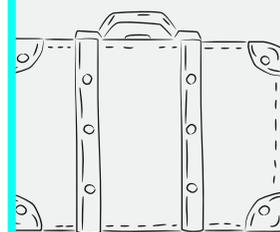
Lot 1: Booking Solutions UK Point of Sale - Low Touch.

With over 40 years' experience in connecting people, we're seriously plugged-in when it comes to creating something different. By bringing together our specialist propositions under Lot 1 (accommodation, rail, ground transportation, air, ferry, and group transportation bookings) with ancillary services and passenger tracking to form a managed travel proposition, we provide a single approach to managing spend.

We optimise and pro-actively manage every aspect of travel, with a key focus on improving duty of care, wellbeing, sustainability, and savings.

So, by driving down costs and everything else that makes managing travel complicated, we also keep your travellers safe, happy, and relaxed as we're able to see the total impact travel has on your organisation. It's this level of understanding that sets us apart.

Let's break it down into some of the key areas we focus on day-in and day-out:



Key areas

- ✓ Rail
- ✓ Air
- ✓ Car hire
- ✓ Taxi
- ✓ Accommodation
- ✓ Marine
- ✓ Car parking
- ✓ Traveller tracking
- ✓ Innovative technology
- ✓ 24/7/365 support
- ✓ Premium services
- ✓ Disruption management
- ✓ Education content
- ✓ Passports and visas

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Lot 1: Booking Solutions UK Point of Sale - Low Touch.

Rail

Managing a rail booking every four seconds and over 15% of the UK markets' business rail spend, we're one of the UK's leading providers of rail booking and ticketing solutions.

Air and ancillary services

We deliver a fully comprehensive flight booking and management service. Through our knowledge, experience and range of extensive airline partners across both international and domestic flights, we provide access to negotiated rates on all CCS public sector negotiated programmes for air, rail and accommodation to all public sector customers enabled on RM6217, as well as a range of value-added benefits. On average we achieve a saving of 32% on air spend for our customers and up to 60% savings on airlines full published prices.

Accommodation

Using proprietary technology, built by us and designed around our customers, we provide access to more than 140,000 UK and global accommodation suppliers. With over 3 million rooms on allocation each year, we deliver up to 32% cost reductions for our customers. And what's more, this combined knowledge and supplier leverage means we provide between 19-31% lower rates than other agencies and leisure sites.

We provide uncompromised safety and wellbeing

Through our intelligent technology and full 24-hour support service.

We deliver value-added benefits

Our Traveller First initiative improves traveller satisfaction and drives savings.

We have scale, knowledge and leverage in the marketplace

Which enables us to unlock higher quality and savings.

We're online enablers with innovative technology

We focus on enabling travel arrangers to make the right choices.

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Lot 4: Booking Solutions Venues & Events.

Live, engaging, memorable experiences, that's what we're all about. We've been providing venue, meetings and events services to our customers for over 40 years, evolving to become an expert in our industry who drives change and delivers value at every opportunity.

Our people really do make the difference when it comes to providing the services included under Lot 4. Our open culture and latest technology, backed up by our relationships with trusted suppliers, means we can deliver an unsurpassed solution for you. To do so, we act as an extension of your team, listening and developing the end result around your precise requirements to ensure we exceed your expectations and deliver on your organisational objectives. A solution defined by you and delivered seamlessly by a passionate team of meeting and event management professionals.

Venue-find for meetings

When it comes to meetings, whatever your requirements may be, we know that venue choice is a big deal. Through our huge network of suppliers from large chains, privately owned venues and third sector properties, we use our industry knowledge, experience and buying power to source, negotiate and secure the perfect venue that matches your brief so that everyone benefits from the end solution! Our service doesn't end there, we work with you throughout the life cycle of the meeting, ensuring that we are on hand to support with any changes, cancellations, and last-minute requests on your behalf.



Co-created with our customers, Meetingspro® is our innovative proprietary, web-based venue-find and meetings technology that will enable meeting planners with enhanced functionality to send online requests to venues, facilitate online auto quotes as well as submitting the enquiry to your designated team.

By giving meeting planners full control, Meetingspro® makes it possible to search, plan, book and manage all your meeting requirements through one simple, easy-to-use online tool with a wide range of live venues with negotiated rates. From preferred to non-preferred, and not-for-profit to unique venues, finding the right venue at the right price has never been easier.

Key areas

- ✓ Search, book and manage enquiries
- ✓ Governance (online approval)
- ✓ Central venue database
- ✓ Rate visibility
- ✓ Booking status updates
- ✓ Venue and peer feedback
- ✓ Live data and spend reporting
- ✓ Accreditation, including sustainability

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Your events specialists.

Memorable events that bring a venue and concept to life, that's exactly what we pride ourselves on, and we do it with great success. Our dedicated and award-winning Event Management specialists will bring your audience together through creative, live, memorable experiences, which communicate your key messages in the most engaging way possible.

We offer the complete end-to-end solution from delegate registration, production, and audio visual to creative and on-site support.

With the best people in the industry, backed up by our relationships with trusted suppliers, we're able to deliver an unforgettable solution just for you, that challenges the status-quo, and ultimately delivers on your goals, whether they take place live, virtually or in a hybrid format.



Our experiences are multi-award-winning, and our people are too! But don't just take our word for it...

- ☆ **Richard Shacklock**
C&IT A-Lister of the Year 2020
- ☆ **Alex Stannard**
CN 30 under thirty award winner 2022
- ☆ Winner Business Travel People Awards 2021
- ☆ **Sarah Symington**
MICE Manager of the Year 2019
- ☆ **Daisy Coult**
CN 30 under thirty award winner 2019
- ☆ Business Travel Awards 2017
- ☆ Winner MICE team of the Year 2018, Highly Commended 2019
- ☆ **Rebecca George**
CN 30 under thirty award winner 2018
- ☆ C&IT Agency of the Year finalist 2021
- ☆ M&IT Bronze Award 2019

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Virtual events.

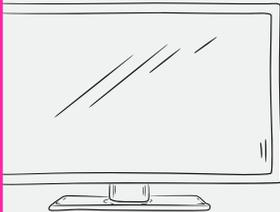
Virtual events have become a necessary part of any communication strategy over the last few years. That's why we've made it easier than ever to host engaging online event experiences unique to your requirements through our engagement platform, Events Hub.

We'll approach every detail in the same way we would a live event, making sure we've enhanced the attendee experience every step of the way, from pre-event to post-event, and online too. Events Hub also ties together speakers, documents, polls, and gamification into a single package that complements your sessions and excites your attendees, so you'll always get the most out of your event.

Hybrid events

We offer the best of both worlds by combining increased audience engagement with limitless global reach. Using technology built for the live event, we can enhance the experience to a remote audience, with attendees in person and online. Using camera feeds from the live show, we can stream through the live event app, allowing remote users to participate using the online functions as well as the attendees on-site. This will give access to all users to attend, interact and be a part of the event from their own home.

But it doesn't stop there...



We'll scale our solution up or down to suit you, just as if it is a live event

Creative elements, project management; pre-event technical support; event hosting and facilitation on the day; speaker management; follow-up communications; and feedback are also areas our dedicated team can support with.

✓ Venue find and management	✓ Specialist technology	✓ On-site management
✓ Project management	✓ Creative services	✓ Budget control
✓ Virtual and hybrid meetings	✓ Delegate management	✓ Post-event solutions
✓ Sustainable events	✓ Digital engagement	✓ Team building
	✓ AV and production	

Sustainability.

As part of our commitment to becoming a carbon-neutral business by 2035, we're making our company future-fit now. From reducing wastage to planting trees, we're continually exploring new ways to increase sustainability, so that our customers can minimise the footprint of their travel, meetings and events.

We are driving behaviour change through our educational resources, bespoke tools and sustainable initiatives.

We aim to actively influence traveller behaviour towards more sustainable practices through our educational resources, blogs and 'fast-facts'. We also know that sometimes a simple adjustment, such as making e-tickets the default ticketing option, can make a big difference. Our updated booking tools also empower our customers with a greater awareness of their CO2 expenditure, making it easy to compare CO2 emissions across air and rail. Detailed CO2 reporting, and forecasting is also included as standard within customer MI dashboards, with the opportunity to offset their carbon through our Trees4Travel partnership.

We are reducing consumption and promoting alternative ways to connect.

Venues and hotel choices can be filtered to show 'eco' venue listings with sustainable initiatives which meet the 'green' criterion set by a team of experts. Wherever possible, we pledge to always switch products for more sustainable options. For example, we'll always say a big 'no' to single-use plastics and opt for more sustainable catering choices; when we're thinking about how to build your event, we'll always choose to design your stands using recycled, upcycled or re-used materials.

Our collaboration with like-minded partners.

By challenging ourselves and our partners to find better and more sustainable options for our customers, we can help you drive ethical sourcing and sustainability initiatives for your organisation. From our venue partners who work with responsible and fair-trade suppliers in line with their climate promise, to those re-investing money from guests reusing their towels to plant trees in local communities.

We're here to make a positive change to the way our industry is perceived, by empowering our customers to make greener choices whilst on the move.





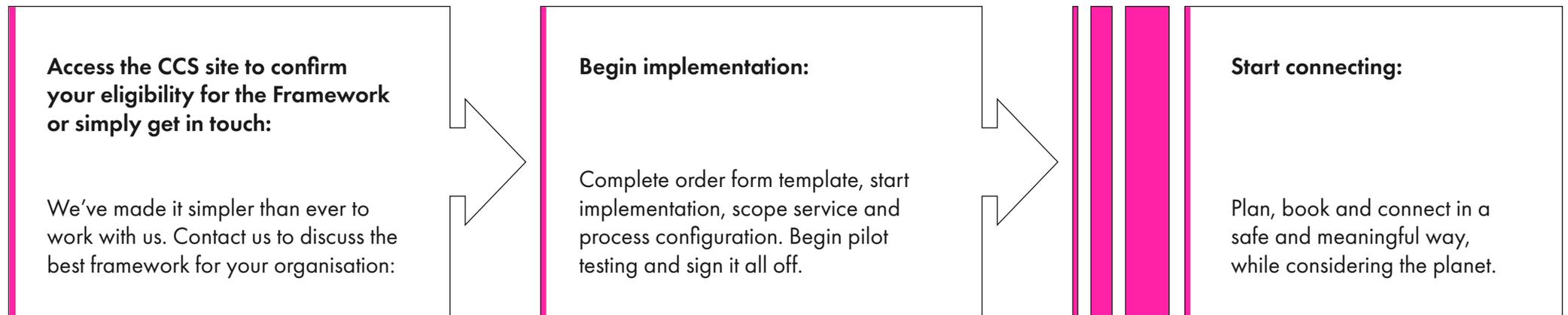
Through our partnership with Trees4Travel we have supported customers to offset significant amounts of CO₂ from their historical and future trip emissions.

Our solution supports customers to reduce their carbon footprint and allows them to understand their carbon impact, so they can make smarter and more sustainable choices.

Through our simple reporting tool, customers can track and report on their emissions and set targets to help them align their travel policy and procedures with their company's CSR targets.

Kirsty Given, Director of Corporate Responsibility and Sustainability at Agiito

Buying from the CCS framework...



A few words from the people that matter, our customers...

"From sourcing the ideal venue, co-coordinating the travel arrangements, and then bringing it all together on the day you are always on the mark."

"Knowledgeable, calm and a breath of fresh air, we're so happy."

"The team are fully engaged at all times, from implementation to go-live."

"You listen to our demands, shape our ideas and turn them into reality."



Meet our people.



Gillian Robson
Business Development Manager

I have two adult daughters and a beautiful German Shephard, so life is always busy! I love musical theatre, long walks in Northumberland and the Lake District, and enjoy travelling and socialising with the odd glass of red wine.

Joining Agiito's sales team as a Business Development Manager in 2020, I enjoy meeting new potential customers and showing the benefits of Agiito's unique approach to travel management. I started my career in business travel with Thomas Cook Travel Management in 1986 as a Travel Consultant, moving to American Express' national sales team in 1992. After a period with their Corporate Card sales team, I moved back to business travel in 2007, strategically devising and negotiating best-in-class travel solutions for high-volume clients.



Sharon Bannister
Head of Venue Find, Event Account Management and Sales

I'm a mum to two very sporty teenage boys! We love to travel and ski in the Alps every winter to blow away the cobwebs.

I've been with Agiito for more than four years now, but spent the previous ten years of my career in senior sales development and customer account management roles for international hotel chains, including Corinthia, Barcelo and Qhotels, particularly in the meetings and events arena. My career highlight was at a large incentive event in Monaco, walking around the iconic Fairmont Hairpin. As an F1 fan, it doesn't get much better than that! More recently, I'm the newly appointed MICE Chair of the Business Travel Association and I am actively involved in the Meetings Industry Association.



Let's connect.

Want to know what we can do for you?
Get in touch to find out more about what we do and how we do it.

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