



MAGNATECH®

CASE STUDY

# Globetrotter + ONTRACKplus®

And we make it look and feel easy.

February 2025



# Globetrotter Organization Overview

Established in 1979, **Globetrotter Travel** is an independent travel management company with expertise in corporate, leisure, incentive, group, conference, and event management. Serving clients in Australia and New Zealand, Globetrotter operates from offices in Perth and Melbourne.

Globetrotter is a member of **CT Partners**, an Australia-wide consortium of over 30 independent travel management companies, and **One Global**, an international community of local travel experts delivering a global travel solution. This dual membership provides Globetrotter with significant buying power and the ability to compete with global agencies, offering competitive rates and exceptional service to their clients.

Additionally, Globetrotter has a wealth of experience working with most industry sectors.

globetrotter



# Globetrotter's OnTrackplus® Journey

## HISTORY

Globetrotter has been using Magnatech® Travel Management Solution's OnTrackplus® since April 2018, well before the unprecedented challenges of COVID-19.

Over the years, OnTrackplus has become such an integral part of their operations that it's hard to imagine managing unused tickets without it.

The system's automation and accuracy have transformed their approach to ticket management, allowing them to focus on delivering exceptional service to their clients.

## COVID-19

Having OnTrackplus in place before the COVID-19 pandemic proved to be a significant relief.

When airlines began issuing credits with ever-changing expiration dates, OnTrackplus introduced a functionality to make bulk changes quickly, preventing any additional strain on the team.

The system's ability to handle the influx of COVID-19 credits and their shifting expiration goalposts was invaluable, ensuring that they maintained accuracy and consistency during a tumultuous period.

## LIFE TODAY

The automation provided by OnTrackplus means that the team no longer spends countless hours manually managing ticket credits. Instead, they can rely on the system to handle these tasks seamlessly, allowing them to dedicate more time to client-facing activities and strategic initiatives. This shift has not only improved internal workflows but also enhanced overall service delivery.

The system's reliability and ease of use have made it an indispensable tool for Globetrotter, contributing to long-term success and client satisfaction.



# Operations Team Benefits

Feedback from the team at Globetrotter highlights the seamless internal implementation of Magnatech. Notably:



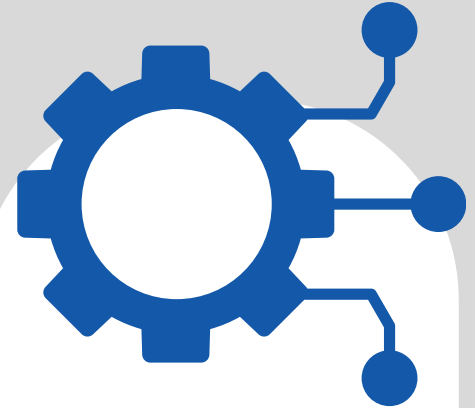
## **Ease of Use:**

The Magnatech report is clean, comprehensive and user-friendly; and customers love it.



## **Enhanced Efficiency:**

The system is mainly set-and-forget, so it has simplified training for new staff and improved overall operational efficiency.



## **Seamless Integration:**

The Magnatech credits feeding into Serko offer accuracy and clarity augmenting Serko's ease of credit use functionality.

# Client Benefits

Magnatech's OnTrackplus solution comprehensively addresses varied client requirements, providing industry-leading capabilities in ticket credit management through both technology and consultant-led processes. This ensures that Globetrotter can confidently meet client expectations and excel in competitive tenders.



## Future Plans

OnTrackplus is already well integrated into the operations and client management aspects at Globetrotter, however Globetrotter is continually evolving its technology stack and will look for every opportunity to further integrate OnTrackplus to support their future growth and operational excellence.

## Testimonial

“ Magnatech’s expertly configured and integrated system ensures our clients never miss an opportunity to use a ticket in credit. The real-time, accurate data on credits seamlessly integrated into our clients’ online booking platforms means that every available credit is accounted for and automatically applied.

Additionally, Magnatech’s automated schedule overview reports keep our clients informed and in control of their credits. This level of detail and commitment to maximizing value has made the travel experience smoother and more cost-effective for our clients.

By fully leveraging Magnatech’s capabilities, we’re not just following industry trends—we’re leading by doing it better. ”



- Fiona Prosser  
Chief Executive Officer  
Globetrotter



**MAGNATECH®**

Magnatech.com  
info@magnatech.com  
+1 514 393 3609 (Montreal)

**globetrotter**

Globetrotter.com.au  
info@globetrotter.com.au  
+61 894420100 (Perth)  
+61 390790700 (Melbourne)