



Carlson Wagonlit Travel Launches **CWT Connect**[®] for Small and Mid-Size Companies Across Europe

LONDON, March 28, 2006 – Carlson Wagonlit Travel (CWT), a world leader in business travel management, has launched **CWT Connect**[®], a packaged solution for the mid-market, the company announced today. The launch took place simultaneously in 13 countries throughout Europe.

The company's newest offering, which consists of **CWT Connect Express**[®] and **CWT Connect Business**[®], for small and mid-size companies respectively, is up and running in Austria, Belgium, Denmark, France, Germany, Italy, Luxembourg, the Netherlands, Poland, Spain, Sweden and Switzerland. In the United Kingdom, **CWT Connect Express** was launched earlier this year, with **CWT Connect Business** to be launched in the summer.

According to **Andrew Waller, Executive Vice President UK for Carlson Wagonlit Travel**, companies with a travel budget of less than €2 million represent nearly 50 percent of the business travel market in Europe. He said, *"Recent CWT research indicates that first and foremost, these companies expect information on the best available rates, online access, continuity between on- and offline services, efficient transaction services, and customised service and advice. With our new CWT Connect offering, we can provide all of that."*

CWT Connect Express & CWT Connect Business

The success of **CWT Corporate Select**[®], launched in 2003 for small and medium-size companies in Europe prompted CWT to further develop specific mid-market solutions. Today, each of the new **CWT Connect** offerings combines a one-stop business travel portal with a full range of CWT products and services that can help with planning, booking, on-trip requirements and reporting. Both solutions offer multi-channel fulfilment options and are available in English and local languages.

Elaborating on CWT's latest solutions, Mr. Waller said, *"Clients who use CWT Connect can book travel on- or offline by using CWT's industry-leading online booking tool or by contacting a CWT travel consultant directly. Our goal is to offer flexible, cost-effective solutions that help satisfy clients' business travel needs."*

Each of the two *CWT Connect* packaged solutions was designed with specific company profiles in mind and offers features that are in keeping with clients' business travel objectives and needs:

- ***CWT Connect Express*** was created for small companies that do not have a managed travel programme, but need basic, cost-effective travel-management tools and services. In addition to the offline services provided by knowledgeable CWT travel counsellors, the following are offered online through a single point of access:
 - **Travel-planning tools:** flight and rail schedules, hotel information, safety and security reports, maps, currency converters and more
 - **Online booking:** for 24/7 convenience; best available rates for flights, trains, hotels, car rentals and other travel-related items; as well as lower transaction fees
 - **Online reporting:** pre-formatted, industry-standard business travel reports through *CWT Discovery[®] ReportView*

- ***CWT Connect Business***, which was designed for mid-size companies with a managed travel policy and negotiated supplier agreements, also offers single-point access. In addition to the aforementioned features, the following are offered:
 - **Complete integration of the company travel policy** into both on- and offline booking options helps increase compliance. Clients can manage non-compliant requests before bookings are finalised via the electronic booking tool, thanks to the validation workflow option.
 - **Global reporting and information:** consolidated online global reporting and access to CWT-exclusive research and information to help companies make more informed decisions, better manage travel expenditures and effectively report results to senior management.
 - **Account Management:** clients of *CWT Connect Business* also have the possibility of working with CWT account managers who monitor performance indicators and identify areas for actionable improvement. Tailored consulting packages from the CWT Solutions Group are also available to help optimise travel spend.
 - **Enhanced safety and security information:** risk assessments, customised country reports, health information and global traveller tracking.

CWT Connect Express and *CWT Connect Business* also offer additional services that benefit both travellers and their companies:

- **Customer service:** CWT professionals are available before, during and after travel is booked to provide assistance.
- **Emergency services:** CWT operates a 24/7 multilingual emergency service centre to assist travellers at all times.
- **Meetings and events support:** from planning through on-site implementation.

Ongoing Benefits

CWT Connect Express and *CWT Connect Business* allow clients to manage their business travel directly and offer multiple benefits to companies and travellers alike:

- **Extensive content:** access to the best market fares (CWT-negotiated rates and all promotional public fares, including low-cost carriers) and relevant travel information facilitate trip-planning.
- **Cost savings:** exclusive CWT-negotiated rates, coupled with more cost-effective online booking – thanks to reduced transaction fees and more cost-conscious choices that come from seeing the full scope of available prices -- result in overall savings.
- **Time savings:** travellers and travel arrangers save time thanks to single-point access to travel-planning information and efficient online booking.
- **Convenience 24/7:** constant online access provides maximum convenience for busy travellers.
- **Ease of use:** intuitive, easy-to-use online booking tools enable travellers to use them immediately.
- **Quality:** as a worldwide leader in corporate travel management and online booking, CWT is committed to offering clients of all sizes best-in-class products and services around the world.

“The launch of CWT Connect across Europe is consistent with our strategy to globally provide a three-tier offering that meets the needs of companies of all sizes. CWT Connect Express, CWT Connect Business and CWT Connect Enterprise[®], for large or global companies that want tailor-made solutions, is our response,” said **Martin Warner, Executive Vice President, global accounts and solutions.**

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About Carlson Wagonlit Travel

Carlson Wagonlit Travel is a world leader in business travel management, partnering with large corporations, small and medium-sized companies and government institutions. CWT designs and implements superior travel management programmes for clients based upon its recognized consulting expertise, strong purchasing power, technological strength, and consistent delivery of high-quality service. CWT has operations in 150 countries and services 60 of the world's 100 largest companies. Annual sales of \$22 billion are generated under the Carlson Wagonlit Travel brand. For more information, visit www.carlsonwagonlit.com.

Carlson Wagonlit Travel in the UK

The UK is the largest business travel market in Europe, in which Carlson Wagonlit Travel is one of the largest Travel Management Companies. It has 1200 employees across 40 locations, serving 1300 clients spanning all major industry sectors, including banking, finance, media, manufacturing and energy. Carlson Wagonlit Travel UK offers a range of services to companies and organisations of all sizes, from the small and medium-size business sector to major global corporations with national or multi-national travel programme.

Through its Government Travel Group, Carlson Wagonlit Travel UK is the largest travel supplier to the UK Government with more than 35 core Government travel contracts generating annual expenditure of £100 million.

www.carlsonwagonlit.com/en/countries/uk/

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