VONAGE

KEY TRAVEL

The world's largest travel agency focused exclusively on nonprofits, Key Travel helps humanitarian, academic, and faith-based organizations get where they need to go as quickly, safely, and sustainably as possible. With offices in the U.S., Canada, UK, Europe, and Africa, Key Travel books flights, hotels, and transportation all over the world. Customers can also use Key Travel's state-of-the-art digital tools to book cost-effective and eco-friendly travel and to access 24/7 service through the Global Travel Hub powered by Vonage Contact Center.

Flexibility to quickly scale up or down

Automated call features that improve efficiency

vonage.com

KEY TRAVEL

Key Travel Provides Nonprofits with Seamless Omnichannel Experience via Vonage

"We need to make sure that we're always delivering the highest quality possible," said Daniel Morris, group IT director for Key Travel. "Our service impacts people's lives. Many of our customers are dealing with poverty-stricken or war-torn regions of the world. When COVID-19 started closing down travel routes, we had doctors, nurses, and scientists who were key to the pandemic response, stranded in parts of the world."

Clear and timely omnichannel communication was the key to getting these folks home safe and providing the exceptional customer experience that Key Travel is known for. To stay connected to the people who rely on its business, Key Travel relies on Vonage.

"The range of communications that you need these days as a humanitarian travel provider is vast," said Morris. "You need to have the full multichannel capabilities, and also the ability to deliver an omnichannel customer experience. No matter how that customer reaches you, the experience needs to be seamless across channels. And it needs to be something which is uniquely Key Travel."

Reliable Communication

Communication is key in any business, but it's particularly important for a humanitarian travel agency. Customers need the ability to book trips and accommodations on the fly, and they need to be able to connect with an agent if something goes wrong or their plans change quickly. Because Key Travel's customers travel globally, and their travel agents and supervisors work globally, the organization needed a contact center solution that works from anywhere.

Until recently, Key Travel used a different unified communications system run by a third-party managed service partner. But the technology wasn't always reliable, so in 2018 they started looking for a new vendor. It took 18 months for Morris and his team to narrow the list of 24 potential vendors to one.

"The selection of Vonage was absolutely a core part of our strategy," said Morris. "If we didn't get our selection of a reliable omnichannel communications provider right, the rest of our strategy would have been seriously flawed. Failing our customers means people who save lives cannot get where they need to go.

Putting Vonage in place not only allowed us to provide great customer experience, but also made a material difference for our customers and the people they serve."

An Expert Partner

Morris values Vonage's technology as well as the partnership and industry expertise.

"More than any other vendor we considered, Vonage immediately understood how to set up a contact center that worked with our workflow and how to optimize contact centers to deliver the best customer service. Vonage is the best example I've ever seen of a partner stepping forward, recognizing our business challenges, and doing everything they can to improve the solution. The investment that Vonage was making in their technology was astounding, but more importantly, I knew they had our best interests at heart. They understood we could not have any second of service outage, and they've stood up to that."

VONAGE

Vonage, a global cloud communications leader, helps businesses accelerate digital transformation. Vonage's Communications Platform enables integration of APIs into existing products, workflows and systems. Vonage's fully programmable unified communications and contact center applications are built from the Vonage platform and empower companies to transform how they communicate and operate.

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