



FCm becomes first Irish travel agent to sign up for Travelport Universal Desktop™

Dublin, Ireland
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Travelport, the business services provider to the global travel industry, has today announced a new agreement with FCm Travel Solutions Ireland, a leading business travel agency, which will see testing of Universal Desktop begin as early as next month.

This makes FCm Travelport's first Irish customer to benefit from the ground-breaking application which streamlines the travel booking process within a single, powerful platform. Through Travelport Universal Desktop, FCm will now gain access to advanced desktop functionality including the ability to seamlessly combine all components of the travel itinerary and centrally manage profile and policy information, all within the highly configurable desktop.

“At FCm Ireland we are committed to innovation in all aspects of our business, not only in relation to the quality of our staff and our training processes but also the tools available to our front line people,” said Valerie Metcalfe, Managing Director for FCm. “The technology and tools we provide those agents are crucial in giving them the ability to respond to clients in a timely manner with a full range of competitively priced products and services. Travelport’s Universal Desktop will enable us to take our client service to a new realm, bringing a vast range of products into a single platform, increasing our productivity, maintaining accuracy and supporting the high standards for which we are renowned.”

“We’re delighted to be bringing Universal Desktop to Ireland with FCm”, added Sinead Reilly, Country Manager, Ireland at Travelport. “We’ve worked closely with the team here and are fully aware of the benefits that Universal Desktop will bring to FCm Ireland and their customers”.