



FACT SHEET ABC Global Services

Headquarters: Rosemont, IL

Founded: 1978 in Cambridge, MA

Web site: www.abcglobaI.travel

Overview: ABC Global Services is the industry's leading provider of travel services to the global travel agency and corporate communities. Our focus is on providing premier service; innovative, exclusive offerings; and the best value for travel companies, agents and their customers. We also serve as a valuable distribution channel for -- and partner with -- hoteliers and other travel-related suppliers worldwide.

ABC Global Services has more than 30 years of experience, providing the products, services and global network to connect travel agencies and agents with hotels and other service providers. This expertise, combined with our strong partnerships, help our customers and supplier partners succeed within an ever-changing marketplace. ABC Global Services is a subsidiary of Thomas Cook.

Travel Agent/Agency Demographics

- More than 7,600 agency locations throughout 76 countries worldwide.
- Customers span traditional mid-size agencies, agency groups, at-home agents, and corporate travel departments.
- ABC Global Services' customers represent more than six million room nights annually, providing hotel revenues close to one billion dollars (USD).

Core Products & Services

- ABC Premier Hotel Program – Comprehensive global hotel program, services and amenities (see description below).
- ABC Global Connect – Networking alliance of international travel agency executives.
- ABC GlobalFares – Online access to the industry's largest inventory of consolidator airfares.
- UpClose with ABC – Exclusive, by invitation-only events held in leading business travel markets across the U.S. that foster networking, education and business opportunities with ABC's customers, supplier partners, and prospects.
- Value-Added Supplier Programs – Travel risk management, car rental, ground transportation, commission recovery, luggage delivery service and travel technology products/services.

ABC Premier Hotel Program

- More than 33,000 hotels worldwide.
- Commissionable rates.
- 165 countries covered, 7,400-plus cities.
- Premier Block Space Program – Commissionable room blocks of participating properties within the Premier Hotel Program, ensures rooms in sold-out situations.
- Premier Perks – value-added negotiated amenities included in the Premier Rate.
- Flexible booking options – Internet, All Global Distribution Systems (GDS).

Executive Team

Beverlee S. Patterson, President and COO
Cynthia Kropp, Executive Vice President, Marketing & Business Development
Klayton Killion, Executive Vice President & General Manager
David Anderson, Vice President, Hotel & Suppliers Relations

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