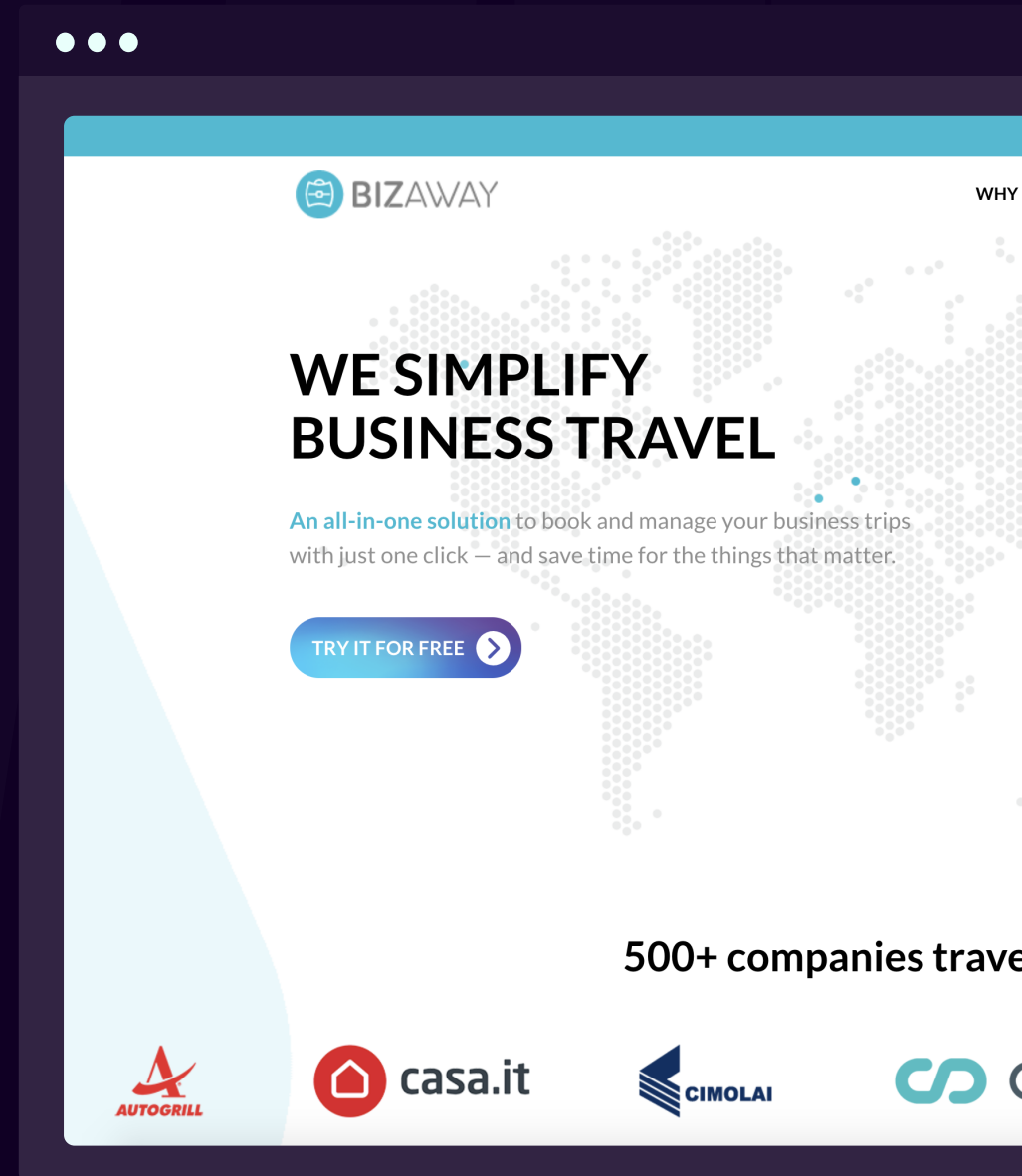


DUFFEL CASE STUDY | CUSTOMERS

# BizAway partners with Duffel to broaden the range of flights and enhance its retailing experience



# BizAway's Partnership with Duffel

BizAway, the all-in-one solution to manage your business trips, was founded in January 2015 by Luca Carlucci and Flavio Del Bianco. In a globalised world - where more and more people travel for work - there were no comprehensive services that facilitated business travel in an agile and flexible way. Using a proprietary software tool, Luca and Flavio combined their passion for travel and technology to bring real value to companies through the launch of BizAway.

BizAway was growing its business successfully but needed a long-term partner for flight content.

It was concerned about Global Distribution System (GDS) surcharges recently implemented by Avianca, Emirates, and Singapore Airlines, and the legacy systems that make building distribution APIs and managing customer service a challenge.

So BizAway began its search for a forward-thinking technology partner, built using New Distribution Capability (NDC), and able to enhance its retailing experience to serve its customers better.

During its search, BizAway started conversations with Duffel about its challenges and what solutions Duffel's platform could provide.

After a few weeks, it was clear that Duffel would allow them to integrate quickly and easily to powerful APIs, eliminating the risk of GDS surcharges. BizAway could access more than 20 major airlines with just one integration and offer a superior customer experience with the flexibility required.



**50%** faster bookings

**25%** Average saving

**24/7** Customer service



“The integration of Duffel's API to our multi-vendor technology **allows us to take advantage** of the new intelligent distribution channel, the NDC protocol, that airlines are adopting. In this way, **Duffel will allow us to scale very quickly technologically**, as we will be able to have a very agile activation of the next airlines adopting NDC as a new distribution channel”



FLAVIO DEL BIANCO

Co-founder and CTO, BizAway

# BizAway's Results

Flavio Del Bianco, co-founder and CTO of BizAway, explains: "The integration of Duffel's API to our multi-vendor technology allows us to take advantage of the new intelligent distribution channel, the NDC protocol, that airlines are adopting. In this way, Duffel will allow us to scale very quickly technologically, as we will be able to have a very agile activation of the next airlines adopting NDC as a new distribution channel".

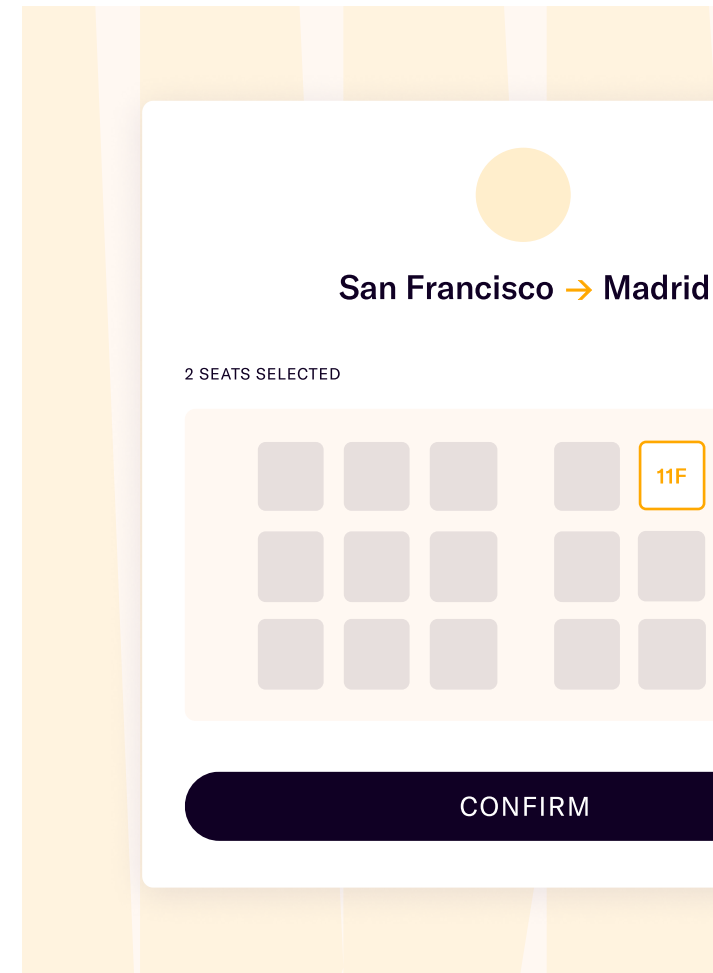
"We will offer our customers more direct connecting flights, which will translate into faster booking times," says Del Bianco.

"In the same way, our customers will see a reduction in the cost of their flights for the airlines we work with: American Airlines, Austrian Airlines, British Airways, Brussels Airlines, Emirates, Iberia, Lufthansa, Singapore Airlines, Swiss Air and soon several more."

## Greater agility throughout the booking process - saving time for the customer

BizAway prioritises providing a better end-to-end experience for its customers.

And with those customer needs continually changing, BizAway needed an adaptable platform partner to plan for the future. Duffel's powerful APIs provide a more seamless booking experience with the ability to offer seats, cancellations, pay later and other paid extras.



### Easier to incorporate new airlines adopting NDC as a new distribution channel

A clear advantage BizAway found with Duffel was the ability to unlock multiple airlines through one API integration. Duffel manages the direct connection to each airline and takes care of any updates, maintenance or bugs.

After the integration, BizAway can immediately select which airlines it wants to receive content from. When new airlines become available on Duffel, access can be added or requested just as easily.

### Reduction of an estimated 10% in the price of flights for customers

BizAway plans to reduce the price of flights by an estimated 10% by working with Duffel. It expects to do this by leveraging the improved infrastructure to provide a better customer experience, increasing bookings and ancillaries while avoiding the GDS surcharges and passing those savings onto its customers. Furthermore, certain airlines offer their cheapest fares exclusively via NDC. By integrating with Duffel's API, BizAway can now access these specific fare groups and offer them to its customers.

Steve Domin, Duffel's CEO and co-founder, said:

“BizAway going live with Duffel in a matter of weeks shows the speed of integration for companies looking to build a better flight booking experience, including access to exclusive content and paid extras. As the travel industry recovers and airlines progress with NDC, we're seeing more travel sellers like BizAway use Duffel's tools to access all airline content quickly and grow their businesses faster.”

# 10%

BizAway plans to reduce the price of flights by an estimated 10% by working with Duffel.

# What's Next?

"In a challenging year, we have expanded our business by adding 150 new customers, increasing our team by 32 people and appointing Eduard Ros, Glovo's CFO, as a new advisor to the company, along with obtaining capital injections to the value of 4.5 million euros," says Flavio Del Bianco. "We are proud to contribute to the growth of the corporate travel sector through innovation and technology, such as the integration of Duffel's API to our platform, and are excited for what's to come," he concludes.

Duffel is also continuing to expand its business by adding new airlines and new capabilities.

In the last month, Duffel confirmed airline partnerships with Qatar Airways, LATAM, and Copa Airlines increasing the choice and global network of content available for BizAway to offer back to its customers. Duffel also plans to release features such as flight changes, private fares, and loyalty programmes soon.

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FLAVIO DEL BIANCO  
Co-founder and CTO, BizAway

START BUILDING TODAY

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Search, book, and sell flights on a developer-friendly platform complete with the extras you need — from seat selection to checked bags.

To learn more about Duffel, visit [duffel.com](https://duffel.com).

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