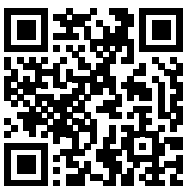


## Making the Switch

### How to Choose the Right International Trip Support Partner

Working with the right international trip support partner is central to the efficiency and success of your operations. But how do you know which trip support provider is right for you? Choosing can be extremely challenging, and sometimes totally daunting. But it doesn't need to be when you know the important things to consider.

Here are our tips for what to consider when choosing the right international trip support provider and making the switch.



For more about all our services  
scan the QR-Code, or visit  
[uas.aero/collaterals](https://uas.aero/collaterals)



---

# Range and capabilities

The first thing to consider is the service provider's solutions portfolio. Although many providers in the international trip planning market offer the same services, this is not a guarantee that they will be able to customize them to suit your requirements or deliver to the highest standard.

## What to consider:

- The diversity of its solutions portfolio
- Additional services it is able to offer
- Which services they take care of themselves and which they subcontract
- If it is a one-stop shop for all your aviation needs
- If it can provide services globally and at extremely short notice
- How quickly it can provide the most up-to-date operational information

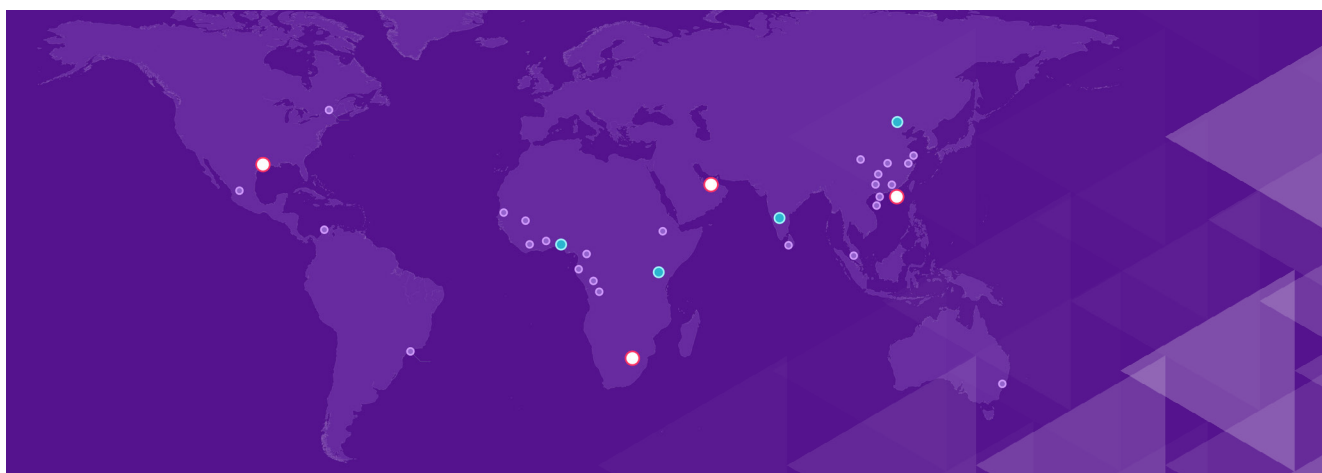


# A global network

The best international trip support partner will have a strong global presence with personnel in key travel hubs around the globe.

## What to consider:

- If the service provider has personnel located at strategic locations to ensure operational success
- Where its offices are located and if they have the capabilities to relocate to where you need them
- If it is well established and have a physical office space at the location
- If its employees are well-trained, competent, responsible, and ethical
- If they enjoy good working relations with others in their local market
- If they are well respected and influential in the space in which they operate



---

# Third party reliance

Engaging third parties is sometimes unavoidable during international operations, even for the strongest trip support providers. However, the best partner will ensure operational success by limiting the risks that come with relying on third parties. They will also have an established network of third-party solution providers that have proven their reliability and trustworthiness.

## What to consider:

- How frequently the provider uses third party support to secure services and execute operations
- If it has direct relationships with Civil Aviation Authorities (CAAs) or if it relies on other vendors to secure permits and take care of regulatory issues
- If it can provide their own flight planning or if it needs to use a third party
- If it has a meteorology department or if it subcontracts that service
- If it has a structured procedure for ensuring top quality when selecting third party suppliers
- If it frequently audits its suppliers and holds them to account

# A proven track record

Any trip support provider can make promises, but few can deliver. And international operations are too important to take any chances. That's why it's crucial to ensure your trip support provider consistently demonstrates operational excellence and exceeds expectations globally.

## What to consider:

- If the provider can share customer testimonials or other ways to prove their track record of reliability and operational excellence
- If it has an established, long-standing and loyal client base
- If it can provide you with referrals that you can contact during your selection process
- If these referrals have enough in common with your operations to make a sound recommendation
- If the provider is highly regarded on industry forums such as news websites, message boards, etc.
- If it is highly regarded by the suppliers who work with it and if it has influence over them
- If it will honour your existing agreements with providers at certain locations or force you to use their network





---

# Values and reputation

The best international trip support partner will have integrity and demonstrate its commitment to operational excellence, transparency, and efficiency.

## What to consider:

- The service provider's mission statement and whether you believe it or not
- Its core values
- Whether it has a track record of providing support to other trip support providers
- If it has clear policies to deal with anti-bribery and/or Foreign Corrupt Practices Act (FCPA) related issues
- Whether its Code of Conduct conforms to your requirements
- If it is currently being investigated for violations of any local laws or covenants or has ever been guilty of same
- If it is involved in any corporate social responsibility initiatives or other humanitarian causes
- Whether its vision for the future of the industry matches your own

# Thought leadership and advocacy

An established trip support provider will be heavily involved in efforts to improve its industry. This advocacy is paramount to define and improve best practices and increase safety and service standards internationally. It will also invest its resources into thought leadership activities to share its insight and expertise for the greater good.

## What to consider:

- If the service provider is active in the aviation sector
- If it publishes blogs, white papers, case studies, or other collateral
- Whether its content is timely, useful, and insightful
- If they frequently attend industry events and are accessible and open
- Whether they moderate or participate in discussions or webinars that inform and enlighten
- If they know their position on industry initiatives, compliance mandates, and new and upcoming regulations
- If they are pushing for positive change in the industry



# What's important to you?

**“** I had been using the same service provider for the majority of my international flying career. Every time I called into the operations team, I felt like I had to re-explain my entire trip to the person who answered the phone. Our flight department changed service providers about a year ago to a company that truly understands our needs. Now I can't believe we didn't make the change sooner!”

**Matthew C.** Captain, Global Express

**“** I've been flying a half-dozen trips to Asia each year for the past 20 or so years. We had used a number of different service providers, but each time we landed we were met by the same ground support personnel. For the past five years we have been using a company with actual boots-on-the-ground and I can't even begin to explain how much of a difference it has made in our operations.”

**Jonathan G.** Captain, Gulfstream IV

**“** The fluid nature of Business Aviation travel, compounded with the dynamic complexity of country and airport requirements, makes having an International Trip Planning team invaluable. Throughout my career, I have worked with a variety of International Trip Planning companies; proactive communication, and reliability of information and execution are the most important qualities I look for in a service provider. The UAS Operations team consistently exceeds my expectations and I also appreciate the attention from the Client Relations team; not only do they keep an eye on our active trips but take the time to have post trip briefings. I have seen firsthand how serious UAS takes post trip briefings by the way they have taken feedback and applied them to future trips. On a personal note, I really enjoy working with the people at UAS; they are not simply a “service provider” but have become an extension of my team.”

**Meghan W.** Flight Coordinator

## Technology capabilities

Technological advances are transforming the aviation environment with companies that resist using it doomed to obscurity. Ensure you choose a trip support partner that embraces the power of advanced technology.

### What to consider:

- If the service provider has web-based or mobile applications that can meet your needs and help your mission success
- Whether you need a comprehensive one-stop shop of technology solutions, like trip support, flight tracking, and communications
- Whether you need access to self-service flight planning, weather, and NOTAMs
- The way in which it will integrate with your key systems and legacy systems
- The way in which it will transmit, store, and protect your data
- Its vision for the growth and use of technology in the market and whether this aligns with your vision for the future
- Whether it asks for your feedback on new functionality before launching
- What its third-party audit process looks like
- Whether it has influence over the vendors it works with and if it is adequate to provide excellent service and conflict resolution



---

# Security and Confidentiality

It is vital to ensure a trip support partner that maintain strict confidentiality of the data your organization shares with it.

## What to consider:

- Whether the provider's privacy policy meets the needs of your organization
- If it is General Data Protection Regulation (GDPR) compliant
- Whether it can supply you with IT systems testing results, such as third-party security audits and penetration tests
- Where it will store your data and protect it from internal and external threats
- Its openness to undergo a due diligence phase or allow a third-party audit of its security readiness
- Whether it has the adequate amount of insurance to protect against liability
- If it has a comprehensive Business Continuity Plan that will keep it operational during a major event or crisis



# Competence and flexibility

You need to ensure your trip support partner is qualified to handle even the most complex challenges and situations that may arise. A provider that is competent and flexible, capable of foreseeing and mitigating issues before they arise, and that communicates quickly and effectively.

## What to consider:

- Whether the provider provides fast and meaningful responses to queries
- The length of time it takes it to respond to your requests whether on the phone or via email
- The enthusiasm and proactiveness of their employees during your interactions
- Whether they really listen and aim to understand the nature of your concerns
- If they have a system to solicit and track client feedback or issues
- Whether it prides itself on building strong, authentic interpersonal relationships with clients
- Whether it is willing to adapt to your needs



---

# Seasoned aviation experts

The best trip support partner will act as an extension of your team, with top-class aviation experts dedicated to improving and enhancing your flight experience.



## What to consider:

- Whether its sales representative can clearly understand your needs and propose workable solutions
- The average years of experience of the operational personnel that will be working your account
- The qualifications (degrees, licenses, certificates, etc.) that the operations team members hold
- Whether the flight planners are licensed dispatchers and how long they have been with the company
- Whether the provider seems to attract and retain top talent
- The average length of service of operations team members
- If the operations team is split for functions like flight planning, weather, ground handling, regulatory services, etc.
- Whether the provider provides a single point of contact that works on all aspects of your trip

**It's always a good move to visit a provider's operations department to get a feel for the level of service and professionalism it holds. During your visit, consider:**

- Whether the operation team seems organized and enthusiastic
- Whether team members seem knowledgeable and informed and capable of providing guidance in a crisis
- Whether team members training is up to date
- Whether the team has influence on company policy, procedures, and workflows

---

# Pricing and billing

A legitimate and established trip support solution provider will demonstrate fairness and transparency in pricing and billing.

## What to consider:

- Whether they break down pricing structures to make comparisons easier
- If they provide sample invoices for your review
- If they guarantee you will never see “Miscellaneous” or “Other” or additional non-descriptive items on their invoices
- Whether the net credit terms are acceptable to your organization
- Whether they charge for advice about a proposed mission
- Whether you agree with their policy on change fees, short-notice fees, and revalidations
- If they can provide you with all third-party backup invoices if requested
- If they charge for trip cost estimates
- Whether you get to keep all the savings when you take advantage of its economies-of-scale purchasing power

# Ease of switching

There is always a level of anxiety that accompanies change. The right trip support partner will ensure you enjoy an easy transition and a seamless and stress-free experience.

## What to consider:

- Whether the provider is in tune with your unique requirements
- If they are customizing their processes to adapt to your way of doing things
- Whether they outline clear expectations of the customer onboarding experience
- If they provide you with a checklist of what they need to ensure the success of your next trip
- if they are assisting you with all the necessary paperwork, documents, etc.
- Whether they assign a dedicated transition manager to oversee the change process





**YOUR LOCAL PARTNER  
WITH GLOBAL REACH®**



[uas.aero](https://uas.aero)