



WoAG Travel Advice 2017/27

Subject: New WoAG Online Booking Tool in 2018

Issue date: 15 August 2017

Agency Travel Managers

WoAG Travel is pleased to announce that a new online booking tool (OBT), *Cytric* (pronounced *Si-trick*), will be introduced in mid-2018. The current OBT, Amadeus e-Travel Management (AeTM), will be progressively retired as Entities transition across to Cytric. This news is being shared now to provide as much notice as possible to Entities regarding the change.

Cytric will provide Entities a range of benefits and new functionality, including:

- A next generation platform which is more agile and innovative.
- A more modern-looking and intuitive user interface.
- Greater capability to manage bookings during travel.
- Availability across a full range of platforms and technologies including desktop, mobile and a dedicated app for Apple iOS and Android.
- New interactive bookings flows. For example, the ability to create travel bookings through an interactive booking 'Wizard' and to create air travel and accommodation reservations from confirmed meeting bookings in Microsoft Outlook.

Why do we need to change?

WoAG Travel has agreed to migrate users to Cytric during 2018 to ensure that the WoAG Travel Arrangements are positioned to meet the expanding online requirements of Entities and to keep pace with the rapid advancements in technology in the travel market place.

What do I need to do now?

Entities do not need to do anything now. AeTM will remain the sole OBT for the WoAG Travel Arrangements for the near future. WoAG Travel is consulting with QBT and Amadeus concerning transition strategies. Entities will be briefed on the transition model in early 2018.

WoAG Travel is mindful of the need for Entities to be given adequate advance notice to allow rigorous testing of Cytric in Entity operating environments before go-live.

When I can see a demonstration?

A WoAG-specific iteration of Cytric is currently under development and is not yet ready for public viewing. WoAG Travel expects to be able to share further details as the development progresses.

WoAG Travel can be contacted at woagtravel@finance.gov.au or (02) 6215 2447 if you require any further information on this Advice.

