



Experience the **CTM difference.**

Today, more than ever, businesses need a travel management partner with the vision and capability to simplify the complexities of corporate travel. At CTM, we develop highly customized travel management solutions which make a real difference to firms across the globe.

With over 70 law firm clients in North America and hundreds of professional service firms, consultancies, and financial firms with similar travel program drivers, CTM clearly understands your needs. We know the complexity of meeting concierge-level service expectations, complex policy environments, billable and recoverable investment documentation, and duty of care to support a high-value traveler population.

That's
the CTM experience.

30+
years

travel
experience

97%
approval

client
satisfaction

70+
clients

in the legal
sector

4th
largest

service-based
TMC

\$21
million

technology
investment
(\$32m AUD)

100
countries

in our client
service network

OUR VALUES

Connect.

At CTM, we know that personalized service is critical to user adoption, traveler satisfaction, and travel program success. We connect with each of our clients, to ensure the creation of meaningful partnerships. Our client-centric travel solutions are flexible and responsive, providing a tailored offering that works for you.

Evolve.

CTM is always one step ahead, designing solutions to evolve with tomorrow's business travel needs. CTM was founded on the principles of challenging the status quo and developing new and intuitive solutions that meet the evolving needs of businesses and their travelers.

Deliver.

We promise to bring quantifiable and meaningful savings to your travel program. And, at CTM, we deliver what we promise. Our commitment to measurable return on investment is aggressive, competitive, and consistent.

Legal travel expertise.

HIGH-TOUCH SERVICE

Law firms demand personalized attention and dependable support. At CTM, we recognize the critical need for consistent service tailored to your associates, executives, and other travelers. In today's world, customer-centricity is paramount, and our commitment to delivering expert travel assistance and highly personalized experiences at every interaction – whether online or offline – is at the heart of our approach. This has always been our greatest strength and the reason our clients love working with us.

FLEXIBILITY

The ability to manage travel disruptions and support last-minute travel bookings is essential for ensuring a seamless travel experience. Whether dealing with flight cancellations, delays, or unforeseen changes, having the resources to quickly rebook or adjust itineraries can significantly reduce stress for your associates. Additionally, we know that in order to align travel plans with critical court appearances, client meetings, and deadlines last minute travel booking support is of the utmost importance. CTM's travel agents are experts in supporting last-minute travel plans leveraging efficient tools to secure accommodations, transportation, and other essentials, often under tight time constraints.

Legal travel expertise.

REPORTING AND EXPENSE MANAGEMENT

CTM has a great deal of experience providing solutions for firms with client matter number tracking needs. Our proprietary reporting solution, CTM Data Hub, has programming tailored to you allowing for travel policy integration and the inclusion of custom data fields.

Automated processes can be configured to ensure that the appropriate cases/clients are aligned with the correct corresponding form of payment. Details required for fiduciary compliance are captured and reported as required.

SECURITY

Your firm is trusted with sensitive matters and subject to the strictest of privacy laws. CTM takes the security of data very seriously and we are constantly reviewing our data privacy measures to ensure our systems are as secure as possible. Our staff are fully trained in data security protocols to ensure client data remains confidential at every level in the organization.

CTM operates under a strict set of policies and standards with quarterly reporting to the board of directors. Our global data warehouse where client information is stored is ISO 27001-2013 and ISO 9001-2015 certified. In addition to our data center, we maintain PCI-DSS-, SOC-2 Type 2-, and GDPR-compliant designations.



Click here
for more information

