

**cmac.**

# Aviation solutions.

Discover our tech-enabled,  
people-powered aviation solutions for  
ground transport & accommodation.

[www.cmacgroup.com](http://www.cmacgroup.com)



# About CMAC Group.

CMAC Group deliver award-winning ground transport and accommodation solutions for airlines, airports and ground handling agents across the globe.

We have established an impressive reputation for managing crew and passenger requirements that are complex, high intensity and demanding.

CMAC offers both a seamless tech-led delivery of planned services together with hands-on expertise in managing disruption and bespoke requirements.

We manage a network of trusted and compliant suppliers across the globe providing consistent and reliable coverage for our clients, their passengers and their crew.





**Our 24/7/365 control centres are fully staffed with a team of transport and accommodation specialists.**

- ⦿ Established in 2007
- ⦿ 100+ countries
- ⦿ 500+ global gateways
- ⦿ 2.5m+ passengers moved safely each year
- ⦿ 350+ clients serviced globally
- ⦿ 15,000+ hotel and accommodation partners
- ⦿ 2.5m+ vehicles worldwide (taxis, executive cars, wheelchair accessible vehicles, minibuses and coaches)
- ⦿ 30+ global transport integrations
- ⦿ 280+ employees
- ⦿ 99% service satisfaction

A close-up photograph of a woman with dark hair, wearing a black headset with a microphone. She is smiling warmly and looking slightly to her right. She is wearing a dark blue shirt with white polka dots. The background is softly blurred, showing what appears to be an office or call center environment with a lamp.

# Aviation solutions.

CMAC Group are the experts in reliable and safe managed ground transportation and accommodation solutions for both passengers and crew across the globe.

Their award-winning specialist aviation solutions are trusted by airports, airlines, ground handling agencies and the Civil Aviation Authority.

Alongside the aviation industry, CMAC supplies 24/7/365 on-demand transport and accommodation solutions to industries such as rail, breakdown recovery and both the public and private sectors. The group plays a vital role in safely transporting over two million passengers a year.



## Flight delays, diversions and cancellations.

.....

CMAC are the specialists in managing alternative transport solutions and re-accommodation for airlines and their customers.

We work with operational teams to improve disruption response, boost efficiencies within operations and ensure that disruption policies are adhered to.

Whether there is a major irregularity or just a delay with one aircraft or one guest not making his or her connection, we offer a solution to take care of your passengers in every situation.



## Planned crew transport and accommodation.

CMAC transports crew to and from airports to get them where they need to be on time and with full visibility of their whereabouts from start to finish. We also facilitate the booking of their accommodation requirements for layovers.

Our network of hotels and ground transport comprises only suppliers we trust, with each solution tailored to meet your company policies and processes.

We have the in-house development capability to integrate with existing crew rostering systems and can handle any inevitable last-minute changes and ad hoc requirements.



## Missed connections.

A hassle-free on-demand service utilising CMAC's online booking platform which allows both airline personnel to quickly book hotel rooms with the added benefits of preferential rates & centralised costing.

We allocate suppliers as close to the airport as possible, providing exceptional convenience whilst reducing costs. Users can also book transport for customers when airport accommodation is unavailable.



## Door-to-door transfers.

CMAC acquired one of Europe's largest airport transfer companies, Suntransfers, offering global coverage across 15,000 destinations.

Offering a variety of vehicle options, from a group shuttle service to a private VIP transport offering, your customers have no reason to book elsewhere.

We can provide you with a seamless API connection, enabling your customers to book their airport transfers in minutes within your booking flow.

# Digital transformation.

We help airlines with their digital transformation, by offering operational automation, global coverage and 24/7 vehicle monitoring.

When disruption strikes, you can quickly create an alternative transport and re-accommodation solution and inform the customer within your passenger app or communicate via SMS / email.

This technology puts the control back in the hands of the passenger, empowering them to book and manage a solution that works for them.



## Once the customer completes their booking, CMAC's supply chain is notified via a seamless API integration:



### For transport

Operators will receive and confirm bookings and travellers will have access to real-time vehicle tracking.



### For accommodation

The rooms are reserved, and the reservation confirmation will be available to the customer to present upon arrival.



This digital service has significantly improved the customer experience during disruption handling and has contributed to internal efficiencies behind the scenes.

### Chris Bristow

Deputy Station Manager, Lufthansa



Authorised users within your organisation will have access to an invocation dashboard with live reporting and capability to drill into individual level data.

Our online platform also provides you with a live view of all transportation.

This is a powerful solution that provides the missing segment to interrupted journeys, delivering a joined-up holistic solution to support passengers when they need it most.

We ensure that you're ready to respond with effective operations and confidence that your passengers can be served swiftly – going the extra mile to deliver a seamless service with a human touch.

# CMAC network coverage.

## Collaborative development

Our business development is currently focused on Europe and the Middle East. Our development strategy for 2023 is scoped based on customer requirements. We believe in collaborative and sustainable growth.

**United Kingdom** – Four operational sites

**Spain (Barcelona)** - Operational centre for Western Europe + HQ for Suntransfers (global D2C airport transfers)

**Greece (Athens and Rhodes)** - Two operational sites for the Eastern Mediterranean

**Portugal (Porto)** - Operational support centre for Western Europe





●  
CMAC services are available now

●  
**Wave 1**  
Expansion underway

●  
**Wave 2**  
Expansion planned

●  
**Wave 3**  
Expansion planned

**Middle East:**

UAE	Kuwait
Saudi Arabia	Oman
Bahrain	Qatar



# Case study.

## UK airport closures.

In December 2022 multiple airports across the UK were forced to close due to the freezing wet snow landing on their runways.

Despite their runways being treated for freezing conditions, the type of snow falling resulted in insufficient braking distance required to resume operations.

Subsequently dozens of arrivals and departure flights were cancelled and many more diverted to airports that were able to remain operational.

CMAC Group responded by quickly increasing their service delivery personnel across its 24/7 multi-site control centres to support the surge in demand for reliable and safe ground transport and nearby accommodation.

## Despite challenges such as:

- ⦿ Increased demand and limited supply
- ⦿ Icy conditions making driving difficult
- ⦿ Road closures
- ⦿ Traffic chaos increasing journey times

## We successfully sourced & booked...

**3,765+**  
**rooms**  
for stranded  
passengers

A further  
**262**  
**rooms**  
for crew

Over  
**1,437**  
**taxis**  
for passengers  
and crew

**356+**  
**coaches**  
to transport  
displaced  
passengers



Working closely with our approved **network of supply partners** across the UK was key to providing rapid solutions and **keeping people safe** amidst the widespread disruption to transport and travel.

CMAC have proven experience in dealing with large-scale disruptions, doing all we can to support clients during a challenging time for travellers.



Our teams are available to support in any location and can be contacted **24/7/365**.

# Case study.

## Storm Iliana.

In March 2023, a rare storm in Greece caused major disruption to travellers across the country, as well as knock-on effects to travellers in other countries due to fly to Greece.

The heavy rainfall, severe thunderstorms, gusty winds, hail and Sahara dust meant that many flights had to be delayed and cancelled.

A quick solution was needed that would provide travellers with emergency transport and accommodation until the storm had passed.



CMAC has extensive experience in handling **large-scale rescues** caused by natural disasters, therefore our team of experts were able to **quickly execute a plan** to address the situation seamlessly and at a rapid response rate.

Working round the clock, CMAC delivered **solutions across multiple locations** and provided emergency transport and accommodation to **over 1,200+ affected passengers**.

**With a 24/7 operational hub based in Greece.**

CMAC demonstrated its unrivalled expertise, local knowledge and capability to provide a fast solution that minimised further disruption to the passengers and exceeded expectations for clients and their customers.

**Over a three day period, CMAC Greece successfully sourced and booked:**



# Don't just take our word for it.



Excellent, efficient company which can be trusted to provide the best service and always do their best for our company in regard to hotels and transport with great rates.

## Gary Lochab

Station Manager, Kuwait Airways



Prior to working with CMAC, I experienced lengthy wait times due to having no online booking capability - this directly impacted our customer experience - and I had no capability to control budgets.

Since working with CMAC, we can quickly and seamlessly book transport and accommodation to minimise passenger disruption and reduce frustrations when itineraries don't go to plan.

This is vital to protect our reputation and keep customers happy.

## Ana Filipa

Station Manager, TAP Portugal





The CMAC portal is a must-have for disruption handling.

It allows us to react quickly and effectively to securing accommodation or transportation in the event of any short-term cancellation or delay. We can choose hotels from our contracted portfolio which enables us to provide a suitable room choice for our customer based on their class of travel or airline mileage program status.

This digital service has significantly improved the customer experience during disruption handling and has contributed to internal efficiencies behind the scenes.

### **Chris Bristow**

Deputy Station Manager, Lufthansa



**Lufthansa**



## Why thousands of clients love us.

**Here's just a few ways we create value for our clients, and our customers:**

- ⦿ Prevents the spread of disruption
- ⦿ Empowers passengers
- ⦿ Increases customer loyalty
- ⦿ Boosts operational efficiencies
- ⦿ Protects your brand
- ⦿ Increases reliability
- ⦿ Boosts traveller satisfaction
- ⦿ Delivers peace of mind
- ⦿ Enhances the traveller experience
- ⦿ Minimises financial costs
- ⦿ Increases security
- ⦿ Ground handling effectiveness



## Get in touch.

Contact CMAC Group to enjoy all the benefits of working with a reliable ground transport and accommodation partner and keep your business moving.

**t. 0333 358 0156**

**e. [hello@cmacgroup.com](mailto:hello@cmacgroup.com)**

**[www.cmacgroup.com](http://www.cmacgroup.com)**