

# Case study: Linc Energy

Corporate Traveller has been managing Linc Energy's travel needs for almost five years. During that time the partnership has strengthened and evolved in line with Linc Energy's rapid organic growth and increasing business travel needs. Corporate Traveller has provided Linc Energy with expert advice, education and online booking tools to generate maximum savings for the long term. Linc Energy's membership to industry reward programs also continue to deliver excellent return on investment for them.

## About Linc Energy

Linc Energy is an innovative, forward-thinking energy company and Australia's leader in clean coal technology. Linc Energy has proven the combination of two technologies, Underground Coal Gasification (UCG) and Gas to Liquids (GTL). Together these technologies have the potential to economically convert 'stranded' coal, from deep underground, into ultra-clean liquid fuels.

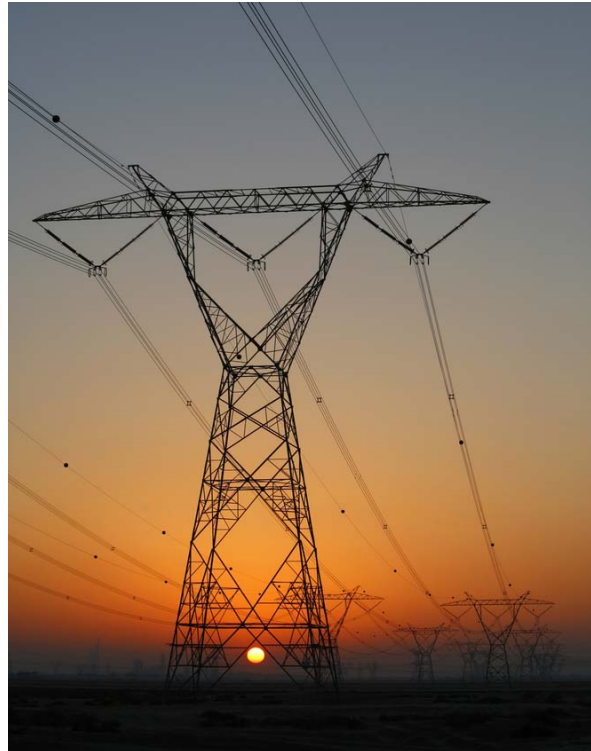
As oil prices climb and its demand across the globe increases, technologies to provide coal-rich, oil-reliant countries with energy security gathers importance – and this is where Linc Energy is leading the way.

## Linc Energy's travel patterns

Corporate Traveller manages Linc Energy's international and domestic travel. This includes air travel, accommodation and car hire. Since Linc Energy partnered with Corporate Traveller, the company's core group of travellers has grown from a small team of senior staff to a highly mobile workforce consisting of management, specialists and contractors.

Linc Energy's travel needs became more involved following the company's growth into Adelaide and the US, in regions including Alaska, Denver and Wyoming where new offices have opened. International travel also include destinations in Vietnam and Uzbekistan among others.

To ensure the company receives the most competitive price for their international flights, Corporate Traveller provides three different quotes for each flight every time they fly.



Travel managers Nicole Latz and Paul Walton have developed a thorough understanding of Linc Energy's travel needs as well as the requirements of individual travellers within the company.

## What were Linc Energy's challenges?

Linc Energy's main priority in the early stages was to develop and implement a travel policy that would reduce costs, streamline and consolidate their travel processes whilst maximising the travellers' time 'on the ground'. The company also required help implementing an online booking tool and negotiating corporate discounts.

## What solutions did we create?

**Travel program relaunched:** Corporate Traveller implemented a new travel policy for Linc Energy including a best fare of day policy for domestic airfares and preferred hotel suppliers for international and domestic travel.

**Corporate discount with preferred airlines:** Corporate Traveller used its strong supplier relations to negotiate a corporate discount on international and domestic airfares.

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**Accelerate Program:** Because Linc Energy spend over \$20,000 on domestic airfares, Corporate Traveller enrolled the company with Virgin Blue's Accelerate program. This ensures they receive free air travel credit, discounted lounge membership to Virgin Blue's The Lounge, Velocity points and status credits for frequent flyers.

**Corporate Traveller Selfbook:** Linc Energy now uses Corporate Traveller's Selfbook technology for domestic air travel and accommodation. The technology provides enhanced visibility and data analysis across Linc Energy's travel program and ensures the company has clear insight into its travel patterns, showing where and how it is spending its travel dollars. The online booking tool has helped to streamline the booking and approval process and provides greater visibility of policy compliant airfares (including best fare of day) and company preferred contracted hotels and rates.

**Internal training:** Nicole spent two training sessions with Linc Energy's travel bookers to ensure they knew how to use the online booking tool.

### What were the results?

In the 09/10 financial year, Linc Energy achieved annualised savings on its travel worth over \$94,000.

The company has recorded significant time and cost savings across its travel program, with 21 per cent of the total savings a result of Corporate Traveller's supplier negotiated deals with airlines.

From April to June 2010, the implementation of best fare of day policy and a reduction in the use of full economy and flexi fares has saved the company over \$27,000 on its air spend when compared to the October – December period in 2009.

Corporate Traveller's strategies for cost avoidance on airfare bookings has also saved the company more than \$7,000.

### What was Linc Energy's response?

"We consider our partnership with Corporate Traveller as an extension to our business and in particular, the relationship with Nicole Latz and Paul Walton is exceptional in this regard. Their knowledge and support of our company is pivotal to us providing a top quality travel service yet continuing to drive cost efficiencies across one of our highest budget items globally." Linc Energy.