

Case study: St Vincent de Paul Society

Corporate Traveller has managed St Vincent de Paul Society's travel program for two and a half years. During that time we have helped the national charity group leverage client-preferred supplier relationships and provided expert strategies to enhance visibility and accountability across their program.

About St Vincent de Paul

The St Vincent de Paul Society provides a wide range of services to some of the most disadvantaged people in Australia, including the homeless, disabled and elderly. It also works to raise the awareness of social justice issues affecting the disadvantaged by releasing reports, conducting appeals and obtaining media support. The St Vincent de Paul Society's focus has facilitated research into issues relating to homelessness, poverty, disaster relief and health.

What were their challenges?

St Vincent de Paul Society's main objective was and still is to achieve tighter control over their travel costs, create greater visibility and identify ongoing opportunities to save and streamline. The charity also sought our expert advice on how to effectively refine and implement its travel policy.

Corporate Traveller's strategies

Travel manager Libby Bridges said Corporate Traveller helped to re-shape St Vincent de Paul Society's travel policy to include guidelines surrounding Best Fare of the Day for airfares, the use of preferred airline and hotel suppliers and the use of government rates for hotels and car hire where applicable. Libby said they also used dashboard reporting and data analysis every six months to monitor and assess the group's travel patterns to identify areas where costs could be reduced. Guidelines around advance purchase for airfare and hotel bookings also were introduced as a way of maximising the savings available through early bookings.

Corporate Traveller also assists St Vincent de Paul Society with competitive international airfares for its travel to Papua New Guinea, which are sourced through our global fares system.

Preferred airline supplier: St Vincent de Paul Society uses a combination of Best Fare of the Day policy as well as tickets sourced through a preferred airline. The use of a preferred airline ensures the charity group can easily and cost effectively manage its airfare credits.



Using Best Fare of the Day has helped St Vincent de Paul Society save 67.7% on its total spend on airfares.

Corporate loyalty program: The integration of Virgin Blue's Accelerate program into St Vincent de Paul Society's travel arrangements ensures the group is rewarded with free air travel credit as per the program's loyalty benefits as well as discounted annual membership to Virgin Blue's The Lounge. In addition, travellers earn Velocity Points and Status Credits on their flights.

What are the results?

Corporate Traveller's ability to help companies optimise their travel spend, has seen St Vincent de Paul Society achieve significant savings on airfares -

- During the 12 month period to December 2009, the group achieved a saving of 67.7% on its total spend on airfares.
- 95% of this saving was achieved through an open skies policy using Best Fare of the Day.

The use of discounted lounge memberships sourced through Corporate Traveller has seen the charity save almost \$4,500 during a 12 month period.

What does St Vincent de Paul Society say?

"The Society is very happy with the savings achieved and the efficient and effective service provided by Corporate Traveller." Carolyn Sauvage, St Vincent de Paul Society Queensland State Administration Manager