



Stories of expert travel management

Find out how innovative travel strategies delivered real savings



If you keep up with travel industry news, you may have read Flight Centre's Managing Director Skroo Turner describe the current landscape as being the Golden Age of Travel.

It truly is.

Not only are airfares more affordable than ever, the travel experience has also been bolstered by social media interaction, travel friendly tech and a renewed focus from suppliers on bringing innovations to each step of the journey.

Travelling for business has also evolved radically for the better. The increased access to rates and fares via the internet was merely the beginning. Good business travel now includes a combination of tech, data analysis, personal expertise and back end support to get more from every trip.

This means more efficiency, more traveller satisfaction and most importantly, more value.

The range of choices of how to manage your business travel is getting larger every year and picking the right partner to help you navigate those choices can be a challenge. An efficient business travel program needs the right mix of personal service, policy knowledge, product selection, competitive pricing and adaptability that supports your business on its growth journey.

After all, it's not just the traveller who is involved in the trip. There's a range of company stakeholders who play a part from the procurement person who selects the travel management company, to your internal travel Booker who actually creates the itineraries, to the accounting staff who reconcile the expenses.

Our team has partnered with thousands of customers in the past 25 years and as business travel has changed, we've taken new approaches to personal service and tech to make the experience faster, simpler and easier.

In this collection of case studies you'll find examples of how Corporate Traveller has applied technology, expertise and innovations to solve a range of different problems. Regardless of your type of travel, there's always a strategy you can take advantage of to improve your bottom line, boost your efficiency or assist in a crisis. Often you just need an expert to show you the way.

Happy travels,

Jess Anscombe
General Manager
Corporate Traveller





What does Credo do?

Credo provides unique project management solutions, including store fit-outs and merchandising for Coles, Woolworths, Liquorland and Bunnings.

Where we fit in

We organise airfares and accommodation, online booking admin, supplier negotiations and travel reporting for Credo. Our travel solutions are based on cutting costs and boosting efficiency for its domestic travel requirements, which includes large group bookings and trips to remote and regional areas.

Big bookings, little warning

Credo often required bookings for a lot of people at short notice. The process was complicated by a system relying on several internal bookers, phone calls and emails.

Accommodation requirements also posed a challenge. Credo's team needed up to 6,000 room nights each year, many in remote and regional areas. Having no structured hotel program led to cost blowouts and made it tough to find decent accommodation at short notice.



Getting back to basics

We could see that a better booking process would be the key to successfully overhauling Credo's travel program. We compiled a proposal outlining the efficiency gains of switching to an online booking tool and, after discussing the implementation with Credo's leadership team, initiated the set up process.

Next, we introduced a structured hotel program to simplify Credo's scattershot approach to accommodation bookings. Our team proposed a Best Available Rate buying strategy that drew on the combined power of our SmartSTAY program and our global network.

Credo's requirements in the air and on the ground also required some new purchasing strategies. For airfares, we introduced a private fare deal with Virgin Australia. For ground transport, we renegotiated Credo's existing car hire contract with Budget.

Making headway

The online booking tool implementation immediately simplified the booking experience for Credo's travel team and gave the company a corresponding boost in reporting accuracy. The tool enabled Credo to capture more than 90% of its total travel bookings through one channel.

Switching to the online booking tool also delivered a parallel increase in policy compliance which delivered more than \$12,000 in savings.

Switching to Virgin Australia exclusively for flights and Budget for car hire saved them more than \$37,000. On the accommodation side, Credo's existing discounts and specific group rates for regional and remote motels saved the company more than \$16,000.

Credo's restructured travel program also increased efficiency internally and made travel expenditure reporting clearer and easier to access.

At a glance



\$16k

saved on accommodation



\$37k

saved in airfare and car hire consolidation



\$12k

saved by switching to an online booking tool



What does Diadem do?

Diadem is a leading design and project management company specialising in the execution of branded environments.

Since 2000, Diadem has been helping enterprise, government and creative agencies all over the world to realise the possibilities for their brands in the built environment.

Last minute liability

Last minute bookings are a huge contributor to cost blowouts in business travel. Unfortunately, they're also unavoidable in many circumstances. Combating the high cost of last minute bookings takes some defined processes and strategies that alleviate the cost and maximise your savings outside of the last minute zone.

Where we fit in

When we first partnered with Diadem, the company had no formal travel policy and no online booking tool.

Instead, internal bookers relied on last-minute fares and rates from third-party websites. This meant they were usually left with the most expensive options for every aspect of their journeys.

Our goal was to cut Diadem's business travel costs without booking fewer trips.



Trimming the excess

Our first step was to assess Diadem's existing booking processes and policy to create a better solution. With the reliance on last minute fares posing the biggest problem, we suggested a switch to advance purchase and best fare of day (BFOD) policies for airfares.

Next, we implemented a dedicated online booking tool to automate these new policy guidelines. The online booking tool would also cut the time spent on making bookings and increase policy compliance.

On the accommodation side, we overhauled Diadem's booking policy to take advantage of corporate specials. This also included the introduction of tightly controlled hotel rate caps to limit overspending.

A turning point

Armed with a formal BFOD policy, and automation through the online booking tool, Diadem employees began to change their booking habits and started selecting more cost effective airfares.

With the BFOD and advance purchase policies in place, our team could regularly analyse the changes in traveller behaviour from data extracted from our online booking tool. This also gave Diadem's team more visibility of their travel expenditure and the total cost of each trip.

The change in policy direction saved Diadem an average of 61% on domestic airfares and 62% on international airfares. It also reduced the company's purchase of premium airfares by 26%.

At a glance



62%

saved on
international airfares



61%

saved on
domestic airfares



26%

reduction on premium
airfares purchased



What does Inter-Marine do?

Inter-Marine provides maintenance, specialist repairs and technical services for customers in the heavy marine industry including commercial, merchant and cruise operators.

Where we fit in

We organise all flight and accommodation bookings, specialist itineraries and logistical support for Inter-Marine.

The Inter-Marine travel program requires around 300 flight bookings and 150 nights of accommodation in Australia, Asia, the USA and South America every year.

Rough waters

Inter-Marine often required flights and accommodation at short notice. These last-minute bookings presented a significant cost hurdle, particularly with domestic flights, as Inter-Marine had no preferred fare arrangement with an airline.

Inter-Marine's large number of destinations also made airline loyalty difficult for long-haul bookings. The regular extensions, random travel dates and inconsistent arrival and departure points had created a complex and slow booking cycle.

The company's accommodation needs also posed cost and availability challenges. Finding hotels that were close to ports meant sourcing rooms at short notice was tough.

Excess luggage charges were another recurring cost burden as travellers were regularly carrying heavy tools and technical equipment.



Plotting a new course

We knew that reducing the cost of last-minute bookings would be the key to significant, sustained savings for Inter-Marine. The first step was addressing booking inefficiencies.

We assigned a dedicated team to give Inter-Marine some extra hands and reduce its booking turnaround times.

Next, we switched Inter-Marine's domestic airfare spend to Virgin Australia through our SmartFLY program. SmartFLY would give them increased passenger benefits, fare discounts and an annual airfare rebate which would help cut the cost burden of last minute bookings.

We also introduced Inter-Marine to our SmartSTAY accommodation program to increase traveller benefits through free accommodation extras.

Smooth sailing

Switching to SmartFLY saved Inter-Marine approximately \$3,200. These savings were compounded by our ability to automate airline credits through our booking system which recouped around \$4,000 in unused airfares that year.

Simply changing purchasing behavior ended up saving Inter-Marine more than \$65,000 on international airfares in the 2016 calendar year.

Booking preferred SmartSTAY hotels gave Inter-Marine more value for every dollar spent on accommodation and reduced traveller expense claims through free extras including in-room Wi-Fi, breakfast and room upgrades.

We were also able to make the booking process faster and more efficient by migrating its booking system to our dedicated online booking tool and proactively managing its traveller profiles, passport info and visa requirements.

At a glance



\$3.2k

saved by switching to SmartFLY



\$4k

saved by recouping unused airfares



\$65k

saved on international airfares in 2016



What does Youngcare do?

Youngcare is a not for profit organisation spearheading powerful and positive change to create a future where every young person has the freedom, dignity and choice to live the lives we all deserve.

Youngcare supports individuals through its various grants and programs including At Home Care Grants, Home Soon Grants and Youngcare Connect. All of which we support through the Flight Centre Foundation.

Where we fit in

We've been partnered with Youngcare since 2015 and manage low frequency flight and accommodation requirements for the organisation. Youngcare's travel program is chiefly used to support its domestic fundraising activities.

Our partnership with Youngcare is an example of where each element is geared towards cost control.

Staying in the black

Youngcare's key need was cost control. As a not for profit organisation, saving money and using donor dollars effectively was the number one concern across Youngcare's operations. One of its key objectives was maintaining sustainable revenue generation in a competitive market.

To do this, it needed a travel program that could support and enable its fundraising activities without slipping into budget blowouts. Streamlining the booking process was also a priority for Youngcare. The organisation relied on internal staff to administer its travel bookings which was a burden on time and resources.



Making it work

The big challenge for Youngcare was building a travel program that facilitated its activity calendar with limited funds. Our first step was bringing in a strict advance purchase policy for airfares. This would ensure the organisation would select the cheapest fare classes for every trip. Next, we redirected Youngcare's bookings directly to a dedicated Travel Manager to reduce the booking burden on its staff. This resourcing would also assist with capturing all bookings through a single channel and bolster post trip reporting and benchmarking.

Coming out ahead

Our advance purchase strategy saved more than 20% on Youngcare's airfare spending. This enabled them to reinvest the savings into more grants to enhance the quality of life for young people with high care needs. The new efficiencies created by the streamlined booking process also introduced significant time savings to Youngcare's administration staff and removed the internal time investment for booking travel.

At a glance



Implementation of
advance purchase
policy.



20%

saved on airfare
spending with
advanced purchase



Streamlined booking
process resulted
in significant

TIME SAVINGS



What does Nous Group do?

Nous Group has been one of Australia's leading management consulting firms for more than 17 years.

The company specialises in delivering consulting services to a wide range of industry sectors including finance, environment, education, agriculture and infrastructure. Nous Group's travel program included more than 150 travellers with high volume requirements for domestic flights and accommodation.

Drowning in paperwork

Nous Group's travel program brought more than 4,500 invoices per annum. The time required to handle, analyse and reconcile that much paperwork had become a serious burden.

The inefficiency came from:

- Manually processing travel invoices
- Double handling of invoices by the Accounts Payable team
- Poor visibility of the travel reconciliation process

All this added up to the point where Nous Group couldn't clearly see the cost of each trip.



Helping out the number crunchers

Nous Group had identified five key objectives that were crucial to streamlining its travel reconciliation:

1. Reconfiguring its existing Fraedom EMS to integrate with our Rapid Reconcile solution
2. Introducing an adaptable and automatic invoice delivery process
3. Controlled delivery of our invoices to their staff
4. Coding and matching of expense lines to the specifications of the Fraedom platform
5. Creation of tailor made trip summaries

Implementing Rapid Reconcile would also give Corporate Traveller a direct link to Nous Group's Fraedom instance and put the company on the path to reaching its objectives. It would also give Nous Group immediate customised delivery of tailored eReceipts, eInvoices and rich coding data to specific Accounts Payable staff and start reducing the time burden.

At a glance



2days

to implement
Rapid Reconcile



27hrs

saved per month through
automatic expense
approval emails



324hrs

productivity gained
per annum through
Rapid Reconcile



\$27k

in annual efficiency
savings



Rapid Reconcile to the rescue

Easy integration into the Fraedom platform enabled Nous Group to quickly benefit from Rapid Reconcile. The implementation immediately cut the time spent on handling invoices through daily, touch-less delivery of our billing data to Nous Group's reconcilers. It also enabled automatic creation and matching of Nous Group's expense entries to our invoices. This boosted spending visibility by displaying our On Account charges in Fraedom and showed Nous Group the total cost of each trip for the first time.

Also, Rapid Reconcile's automatic coding feature eliminated the need for expense data input by delivering all required accounting references, allocation codes and client specific booking summaries directly into Fraedom. The integration also overcame Nous Group's offline approvals process by introducing a notification system that automatically prompted Project Managers to approve expenses in Fraedom with full visibility of the coding and the invoice.

Numbers at a glance

- Total time for Rapid Reconcile implementation was 2 days
- Eliminating manual entry of our statements into Fraedom saved 16 hours per month
- Automatic delivery of expense approval emails saved 27 hours per month
- Reduction of expense approval follow up saved each reconciler 11 hours per month

The wrap up

Implementing the Rapid Reconcile solution delivered approximately 324 hours per annum in productivity to Nous Group. This created more time for reconcilers to work on other areas of the business. The implementation and the individual time saved on travel reconciliation delivered more than \$27,000 of annual efficiency savings.

At a glance



16hrs

saved per month by
eliminating manual email



11hrs

saved per month by
reducing follow-up

The Corporate Traveller difference

We offer personalised service that's backed by the power of a global network. For over 25 years, we've been working with businesses just like yours and we're here to help you grow. Our team of experts are dedicated to making your corporate travel experience simpler, faster and easier with:

1. Dedicated Travel Manager

Your local expert who delivers a seamless travel experience even when the unexpected happens.

2. Expert Technology

Streamlined tech that keeps you informed and in-touch whether you're in the office or on the other side of the world.

3. Greater choice and more value

Leverage our expertise to take advantage of greater choice and more value through our global travel network.

"Partnering with Corporate Traveller gave us the tools and resources to simplify our booking processes and made the experience faster and easier. Their online booking tool cut our time investment on organising simple trips and whenever I have to deal with a complicated itinerary, their dedicated team is always at the ready for any troubleshooting. Their level of knowledge has been a terrific problem solver for myself and Scope Global's travellers."

Nicki Witcher
Travel Officer
Scope Global

To find out more about what a partnership with Corporate Traveller can deliver to your business, visit our website at corporatetraveller.com.au.

At a glance



68

dedicated travel teams nationally



6500+

customers Australia-wide



30

full-time Brisbane based after hours staff



25yrs

experience servicing thousands of clients