

Angus Knight implements best-in-class travel strategies

A formal travel policy allowed Angus Knight to tackle the logistical challenges of travel to the remotest parts of Australia.



\$18k

saved on accommodation



47%

saved by switching to an online booking tool



\$28k

saved on domestic airfares

What does Angus Knight do?

Angus Knight and its numerous business divisions develop individuals, communities and organisations by providing employment, education and workplace solutions for those living in rural areas of Australia.

Logistical challenges

As an SME with over 400 staff across wholly owned businesses and affiliates who service a range of diverse markets within the government, corporate and community sectors, Angus Knight is not your typical corporate customer. Employees often require travel services like charter flights to and accommodation in, some of the remotest parts of Australia. Logistical challenges also include sourcing alternative transportation like rail and charter buses to regularly transport large groups of people on long journeys – comfortably and safely.

Angus Knight's admin team was organising the large volume of bookings internally, leading to issues with resources and efficiency, and no structured hotel program meant it was difficult to find appropriate accommodation at short notice.

With no formal financial processes in place, there was also limited reporting, reconciliation and expense management. The company was also keen to 'future-proof' its travel program to ensure if key contacts left the company, there would be systems and processes in place for the program to continue to operate efficiently.

Logical solutions

After winning the business in July 2018, Corporate Traveller's first step was to assign a dedicated team to the account. An Account Manager was appointed to provide planning and strategic advice, and a Travel Manager appointed to manage day-to-day client requests, including quoting and booking travel services.

The process was then streamlined according to different program milestones including policy compliance review and technology customisation. Key points of contact within the Angus Knight team were then nominated, and the front-end booking process streamlined via the implementation of our centralised online booking tool, Serko. This ensured staff were travelling safely and efficiently, and Corporate Traveller's mobile app also allowed them to make and change bookings and receive important travel alerts.

Implementing a formal travel policy allowed us to foster relationships with suppliers and negotiate group rates for remote services, including hotels and air charter services not used by any Corporate Traveller team before. The team also took advantage of airfare savings by booking travel in advance.

Expert reporting technology meant Angus Knight's finance team could benchmark reports by 'deep diving' into valuable travel data to achieve a complete picture of their travel dollar spend. The team could also expedite their own expense and reconciliation processes by streamlining the follow-up of

CASE STUDY



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invoices, and invoice data was provided in a form that was easily uploaded by the finance team at the end of every month. The Corporate Traveller team also provided a credit facility, payable monthly in arrears by Direct Debit, which was much simpler than using corporate credit cards.

In addition, the Corporate Traveller team implemented a series of knowledgeable and responsive on-boarding and national training roadshows to teach Angus Knight staff about the functionality of various technologies and how it could meet the requirements of everyone from the finance team to those out in the field.

Winning outcomes

Implementing a formal travel policy has allowed Angus Knight to make cost savings across the board including over \$28,000 a year on airfares, \$18,000 annually on accommodation and 47% of total travel spend by switching to Corporate Traveller’s online booking tool.

As General Manager of Finance & Corporate Services, Peter Homan, explains, “Transitioning to the services offered by Corporate Traveller, including their online booking tool, now allows our managers to approve travel online. The sophistication of the technology has also meant it’s been easily adopted across the board including by the CEO, who now often books his own travel in Serko (with a little help from the Corporate Traveller team of course)!

It has also made a huge impact on the business in terms of savings both from a negotiation standpoint and in the area of internal labour. Our new finance processes take 10% of the time they used to, which has helped us save half the yearly workload of a full-time employee on our financial admin team”.

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