

CASE STUDY

Smarter travel maximises savings for Aletek

Implementation of an online booking tool consolidates travel bookings and provides greater visibility, control and savings for leading mechanical engineering firm, Aletek.



\$2,500

predicted annual fee savings



\$4,453

savings on credit card fees



\$2,400

annual hotel savings



\$14,800

in savings from automated expense management and reconciliation processes

Engineering an online travel solution

Aletek is one of Australia's most reputable and trusted manufacturers of heavy-duty exhaust systems, thermal insulation blankets, emission control solutions, sound suppression and noise control solutions. From design and manufacture to installation they service the mining, oil and gas, construction, marine and rail sectors. This family-owned business based in Bundaberg, Queensland turned to Corporate Traveller to find a solution to an ad-hoc travel booking process and time-consuming reconciliation.

Getting back on track

Aletek recognised they needed to take control of their disjointed travel booking processes, with travellers making ad-hoc airline and accommodation bookings, which were then charged to the company's main credit card. The company has between 12 and 20 regular travellers predominately booking regional travel to mine sites, with the nature of the business meaning that travel is often last minute. As a result, they were often paying higher rates than necessary and the process of charging everything to a central card made reconciliation of travel expenses time-consuming.

Leveraging online efficiencies

Corporate Traveller introduced Aletek to the Serko online booking tool (OBT). An OBT provides the company with more visibility and control over their travel program through the consolidation of travel bookings via a single booking platform. As part of the implementation process Corporate Traveller helped Aletek introduce a tailored travel policy designed to rein in costs, improve booking processes, deliver increased visibility and reduce hours spent on expense reconciliation.

With real-time access to Best Fare Of Day (BFOD) fares and Corporate Traveller's SmartFLY program, Serko has improved booking efficiency and driven more in-policy bookings. While limited to the airlines available from Bundaberg airport, they have achieved savings through the Qantas business rewards program and also SmartFLY.

Accommodation costs have also been reduced through the OBT, which allows the travel booker to easily see the best rate of the day or the exclusive rates available through Corporate Traveller's SmartSTAY program. Vehicles for travel to remote locations are booked through Avis and charged back to Corporate Traveller to consolidate the travel budget.

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To improve the reconciliation process, Aletek replaced the company credit card with a Corporate Traveller trading account. This has centralised their travel spend with just one statement to pay at the end of the month – this covers airfares, accommodation and car hire. This change alone has dramatically streamlined their reconciliation process, saving the company significant manual accounting hours that equate to a total of seven weeks a year – and \$14,800 in wages. Corporate Traveller also provides Aletek with detailed monthly reports on their travel program.

Ongoing program improvement

The Serko Mobile App is being rolled out for Aletek travellers in 2019. This app is designed specifically for business travellers and will assist by driving Aletek's travel policies, while enabling travellers to see itineraries, to check-in to a range of airlines and receive real-time flight delay information, gate changes and cancellation alerts.

What is Aletek's response?

"With the majority of our clients in the mining industry, Aletek's travel requirements are often made outside of normal business hours and subject to last-minute changes. The mining industry never sleeps so we needed a travel solution that didn't either. Corporate Traveller's online booking tool and after-hours contact allowed us to ensure the best price and itinerary for our travellers could be made at any time of day. Corporate Traveller worked with our requirements specifically to ensure the reconciliation process of travel expenses was a streamlined process for accounts staff who may have not been aware of travel booked outside of their regular office hours. We have a great relationship with our Travel Manager and her team and trust in our individualised travel policy and booking process."

Tamara Aspery

Executive Assistant to the General Manager
Aletek Pty Ltd

