

Case study

TCLH perfects its travel program with the right ingredients

Award-winning company TCLH partnered with Corporate Traveller to develop a travel program that would support its rapid organic growth and deliver ongoing savings.



\$17,507

Total travel savings



169 hrs

in productivity savings
over 12 months



\$3,151

Savings through waivers
and favours

A recipe for business success

TCLH is a specialist in providing temporary chefs, kitchen and camp management staff to organisations operating in remote Australian locations. The award-winning company is highly experienced in supplying qualified chefs and camp staff to companies across the oil and gas, remote construction, hotel and hospitality industry.

Supplying qualified staff for private, commercial or remote chef hire, TCLH provides a unique, high-end service to a range of organisations including those with fly-in-fly-out (FIFO) staff. The company is focused on ensuring client satisfaction, staffing solutions, quality catering and 100% safety for their 40-plus field staff and that of their clients.

Business and travel program expansion

TCLH's travel story reflects the company's exceptional business growth and success within their specialised field. During the past 12 months the company has experienced significant organic growth and has gone from strength to strength, taking on more projects, growing their client and project portfolio and increasing the number of staff being supplied to different locations.

The uptick in business travel for the company, which now includes up to 45 bookings per month for its mobile team of kitchen and camp staff, is impressive. TCLH has experienced a 25% year-on-year increase on its monthly travel expenditure.

With travel being one of the biggest costs to their business, it was essential for TCLH founders Craig and Lucy Johnston, they were partnered with the right travel provider.

Managing the growth spurt challenges


With more staff travelling to an increasing number of jobs around the country, TCLH sought a travel provider that could help with:

- FIFO travel arrangements
- Best flight routes and itineraries for travel to locations such as Boulia in western QLD, Kununurra in western WA and Winston in central west QLD
- Duty of care and travel support for its FIFO staff
- A new solution for payment and expense management
- Travel reporting, analysis and travel cost forecasting
- Access to travel rebate programs
- Strategic travel program advice.

With an office in Perth and their head office on the Gold Coast, where their Travel Booker is based, TCLH was looking for a travel provider that could effectively support their business structure. They wanted a specialist SME travel management company with cutting edge travel technology, as well as travel reporting and insights required to support the business' expansion.

TCLH's company directors also sought a travel partner that could provide around the clock personal support and was sensitive to the needs of a growing SME. During periods of rapid growth, SMEs with travel as one of their key expenditures often require expertise to better manage:

- Cash flow management related to travel expenses
- Travel category management and support (ie when there is a change of in-house travel booker)
- Tailored payment and expense management solutions



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Experience matters

Just like the catering professionals that represent TCLH, Corporate Traveller's team of business travel experts stepped in to help TCLH develop a travel program that would deliver ongoing savings and value. This is how we helped...

Expert flight routing

Corporate Traveller's team knows how to get people in and out of remote locations – cost and time efficiently. Our knowledge of which airlines service regional areas, access to booking systems with a broad range of flight inventory and real time availability, plus best fare of the day options to suit FIFO rosters – all went a long way in streamlining the commute to and from work for TCLH staff.

New payment and expense management solution

Corporate Traveller moved TCLH from a credit card account to a 30-day invoice account. TCLH now receive a consolidated monthly statement from Corporate Traveller, which includes all their bookings and a 30-day payment cycle.

This was a critical strategy for resolving the business' cash flow issues around travel. The company currently is booking up to \$40,000 worth of travel monthly compared to the \$6,000 worth of travel when they first came on board.

Travel reporting, analysis and travel cost forecasting

One of the key areas Corporate Traveller has helped TCLH with is travel forecasting. Prior to the company taking on any new contract, Corporate Traveller provides a forecast of how much travel will cost the company up to six months in advance. This is essential intel for a growing SME, as it enables the business to factor in travel costs to future project budgets.

Quarterly travel reporting and analysis is also provided to show where TCLH is saving across their program and where the opportunities for further improvements lie.

Access to Corporate Traveller's exclusive travel programs

SmartFLY: As a client of Corporate Traveller, TCLH now has access to airfare rebate programs such as our exclusive SmartFLY program that provides a sizable rebate on their annual air spend and an upfront point-of-sale discount.

SmartSTAY & CT Hotel Program: TCLH benefits from Corporate Traveller's exclusive hotel programs to leverage discounted and negotiated rates such as SmartSTAY, which includes access to flexible corporate rates with free value adds.

Access to travel industry discounts

Corporate Traveller also ensures TCLH can tap into broader travel industry benefits with programs such as Qantas' Business Rewards airfare program or airline lounge membership deals.

Dedicated Travel Manager

By having a dedicated Travel Manager and team that has in-depth knowledge of the TCLH business, the company benefits from having an external partner who genuinely cares about the success of their travel program and their travel experiences.

Travel outcomes

By partnering with Corporate Traveller TCLH has driven cost efficiencies across every part of its travel program. TCLH's total travel savings during their first 12 months with Corporate Traveller is \$17,507.

Key areas of travel savings were driven by:

- \$3,100 savings in waivers and favours with help from their Travel Manager
- \$1,900 credit card fees saved from shifting to an invoice account
- \$6,000 airfare savings through SmartFLY
- \$2,400 saved in travel fees from using an online booking tool
- \$2,200 saved by expert management of their air credits on hold.

Productivity savings over 12 months = 169 hours (4.25 weeks)

These hours comprise savings from:

- Sourcing and comparing travel product using dedicated Travel Manager
- Management of changes with one phone call/email
- Management of credits on hold (approx 10% of a company's total trips are cancelled and held in credit)
- Reconciliation time savings created by TCLH using an invoice trading account.

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TCLH's take on their success

TCLH founders Craig and Lucy Johnston have built their business from the ground-up. The hardworking duo this year have been recognised numerous times for their business success, with the couple taking out the 2019 award for Young Entrepreneur Winner – Hospitality & Tourism (Gold Coast) and Lucy bringing home the Woman in Business of the Year Award 2019 (Gold Coast).

Craig also has been appointed to the role of 2020 Young Tourism Leader for the Queensland Government's Department of Innovation, Industry & Tourism Development.

What is the secret to your success?

Craig: "Our persistence and never giving up no matter what happens. I have a memo on my desk with a quote by Winston Churchill to 'never never give up'. We've had times where things have been really tough, but we just kept going and kept moving forward no matter what happened.

"The business success is based on our strong organic growth; in our second year we grew the business by just under 800% for the year and recorded 82% growth in revenue. In our third year we're tracking at about 65% growth in revenue.

"We believe in operating honestly and ethically at all times. This is reflected in our day-to-day operations as a business and is a shared responsibility from the boardroom to the field."

What do you value most from your travel partner?

Craig: "Transparency, as well as having around-the-clock support for Lucy and myself as well as our 40+ field staff. To have a partner like Corporate Traveller, means we can be confident our people are always looked after. With our team at Corporate Traveller nothing is ever a problem, we have great communication between us in that we can comfortably provide feedback."

Lucy: "Booking travel is such a huge part of our business logistics. We travel a lot for business, we have staff travelling frequently ...it used to be something that was such a big deal for us in terms of the time it took to search and book for flights but now with CT it's seamless.

"They have saved us so much time, helped us to make improvements where we needed to and helped us to create cost and process efficiencies.

"Having CT's online booking tool Savi has made the booking process far easier, particularly when it comes to making bookings after-hours. The credit limit as part of the invoice account has also been a huge help. Having that flexible cash flow has really helped us to grow our business as we're not paying for the travel upfront."

