

CASE STUDY

Smarter rates and travel technology drive new efficiencies for Topcon Positioning Systems

Working with Corporate Traveller (CT) and adopting value-adding programs such as SmartSTAY is allowing multinational business Topcon Positioning Systems (Topcon) to reinvest previously unattainable travel savings into other areas of its growth.

 **10%**
savings from discounted rates and value adds

 **1526**
Concur technology users



TravelSMART
Global user of Corporate Traveller's TravelSMART programs

Topcon is a global specialist in technology and other innovative solutions supporting sustainable agriculture and infrastructure. Operating in sectors such as construction, geopositioning, mapping, precision agriculture and mining, the company has more than 1,200 travelling employees based in some 25 businesses across Europe, the United Kingdom, North America, Canada and Australia.

Australia-based Cassie Kerton, who manages Topcon's global travel program, says partnering with CT over the past decade has helped the company understand and realise the benefits of booking all trips through one program. Since 2014, Topcon has continued to consolidate its growing worldwide travel activity through CT and seen costs continually reduce.

10% savings through a smarter program and value adds.

"In 2018, we achieved 6% in actual travel savings by using the best mix of our corporate negotiated rates, and the discounted rates and value adds we can leverage from CT," Cassie said.

"The TravelSMART programs are a big part of this and we use them wherever they are suitable to our traveller needs and offer the best value. SmartSTAY's free hotel breakfasts are a great benefit as they save our travellers time and cost on making payments and reporting on expenses. Free WiFi is also very helpful as our people can walk into a hotel, clear their emails and keep working. We operate across different timezones and use a lot of devices for business, so ongoing connectivity at no cost is extremely important to us. Complimentary services like these also help make our people feel more valued and satisfied, which supports better productivity.

"The SmartFLY and SmartDRIVE programs give us rates and savings Topcon can't always achieve through our existing spend with those airlines and car hire companies. These products are helping us maximise value while also stemming the leakage of bookings to non-preferred suppliers," she said.

"The added benefit of these programs is traveller safety and security, which is our top priority. Our people are now more aware that by booking through CT and using these 'smarter rates', which are also loaded into our mid office system, we can track and assist them faster in any emergency."

Travel program savings

3.2% 2017	6.0% 2018	10% 2019 Q1 & Q2
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Topcon technology has helped construction companies around the globe achieve new levels of productivity and equipment efficiency, much like Concur technology has helped Topcon better manage travel bookings and expense for its global operations.

Improved visibility and travel program compliance

Topcon has achieved new levels of program compliance as well as greater visibility into its global travel spend and activity, with the implementation of Concur technology. Topcon is currently implementing the Concur online booking tool and expense management platform to a number of its operations globally. The phased implementation will see numerous Topcon operations using the online booking platform, with some countries also using Concur's expense management and reporting module.

The Concur platform has given Topcon greater control of its travel bookings with a more streamlined approval process. Travel managers can easily approve, reject or request changes during an employee's booking process, which is helping Topcon's travellers to achieve higher levels of compliance with more in-policy bookings.



Enhanced reporting that draws on the consolidated data from Concur, is giving Topcon improved visibility of its travel volume. Additionally, the Concur mobile app is helping to streamline expense reconciliation for travellers by giving them a tool to quickly upload travel receipts on the go.

With help from CT, Topcon is well on its way to constructing a world-class travel program that uses smarter rates and technology.

Culture is the key to an exciting future

Topcon is excited about the opportunities to further improve its program and savings as the company completes its global implementation and gains visibility across all travel activity. "Our employees are already trying to reduce costs in their bookings," Cassie said. "Through our onboarding process we're educating our teams on the savings that can be achieved by booking through our travel program rather than looking for cheapest internet rates. Our employees understand that what we save in travel we can invest in new Topcon technologies, projects and most importantly, people.

"CT has been our partner in building this culture. They support our education processes and implementations around the world. They've guided us on incentivising employees to book correctly and give us an ongoing flow of travel information and travel deals we can promote to our teams. Through their quarterly reviews and reports on our performance and improvement opportunities, Topcon is very confident our travel program will go from strength to strength in the years ahead."

For the full story, visit corporatetraveller.com.au/casestudies

