

Case study

Powerful insights deliver for Gallagher travel program

The combination of a long-term partnership with Corporate Traveller and the implementation of advanced travel technology, delivers an enhanced travel program for Gallagher insurance brokers.



4%

saving in just 6 months
due to improved overall
compliance delivers



5%

shift towards preferred
airline achieved in
6 month period



UP TO 35%

airfare savings negotiated
with preferred supplier



\$250K

Total travel savings

Team delivers travel program into the future

With its headquarters in Sydney, Gallagher specialises in providing insurance, complex risk management and consulting services to a range of businesses. With over 1,100 employees in 30+ locations around Australia, they travel extensively to service over 120,000 clients nationwide. Arthur J. Gallagher founded the company in a Chicago basement office in 1927 in his own image. He was a relationships man who placed great importance on truly understanding and identifying the risks faced by his clients, and in arranging insurance and risk management programs to safeguard their livelihoods. Today, travel is still a critically important tool for all Australia teams to connect and collaborate with their full range of colleagues, clients and insurance contacts. Connecting people really is the Gallagher Way.

As a long-term client, Corporate Traveller works closely with Gallagher to continuously fine-tune their travel program.

Longevity leads to proactive partnership

Having managed the business travel needs of Gallagher since 2014, the Corporate Traveller team have immersed themselves in fully understanding the business, getting to know key stakeholders, adapting to complement Gallagher's internal processes and delivering an efficient and seamless service.

The partnership has been built on the trust and strength of having the same Corporate Traveller team managing their business for some four years – something which Gallagher deeply values. This has allowed the Corporate Traveller team to deliver with a consistency that Gallagher have found virtually unheard of in the financial services field.

The result is meaningful knowledge translated into proactive travel management from a team which "almost know our travel program and patterns better than us," commented Gallagher Facilities Manager, Paul Lemieszek. "They have great foresight, for example, they know details like when our very large bi-annual conference is coming up in Las Vegas and they proactively plan ahead."

Case study



Delving deep to deliver company-wide efficiencies

With the benefit of their unique insights into the Gallagher business, the Corporate Traveller account manager identified opportunities to harness the latest travel technology to deliver new efficiencies, streamline expense management, improve compliance and ultimately reduce costs. But firstly Corporate Traveller worked with Gallagher to shape the company's travel program and to get the basics right from day one.

When Gallagher's Facilities Manager (who takes a lead role in managing the travel program) – noticed a colleague still using a paper travel itinerary just a couple of years ago, it highlighted to need to update Gallagher's internal travel processes, procedures and attitudes. Up until a few years ago, the company was still using paper booking forms, CabCharge dockets and putting all travel costs (including airfares, hotels and meals) on to travellers' credit cards – requiring the collection and reconciliation of a large volume of paper receipts.

To streamline processes, Corporate Traveller smoothly transitioned Gallagher to the user-friendly YOUR.CT platform. This one, simple platform was configured to meet all of Gallagher's travel needs, enabling them to book travel, run reports, drive compliance, view traveller information and access invoicing data from the easy-to-use dashboard. The account managers work in tandem with Gallagher stakeholders to set up travel systems, documents, travel program policies and cost centre codes, to ensure they receive optimum benefits from the YOUR.CT platform.

With all travel expenses upload via their expense management system, Gallagher was also able to move onto a Corporate Traveller monthly account billing system – with just the one travel invoice to pay each month. This centralised all travel expenses, while removing the past administration and paperwork burden from the company's travel bookers.

Centralised control and accountability

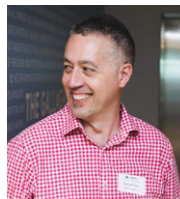
Along with streamlined processes, YOUR.CT introduced the benefits of program centralisation, better control, improved oversight, faster approvals and more accurate reporting. With full program transparency, travel bookers and stakeholders can easily see what's going on at any time with 24/7 electronic access to easy-to-understand and meaningful reports and data.

Working in synergy with YOUR.CT is Corporate Traveller's Savi online booking tool which uses artificial intelligence and tailored functionality to deliver time efficiencies for bookers, program compliance and overall cost savings for the business. Savi has given travel bookers in different Gallagher business units, the tools and resources to empower them to be accountable and take ownership of their own travel budgets.

Next on the technology radar is a new state of the art mobility solution that will help travellers manage their travel itineraries and bookings on the road, while staying up-to-date with travel changes or delays.

From Gallagher's perspective, the Corporate Traveller team has been instrumental in supporting them with driving attitude change within the organisation. The dedicated travel managers even proactively created an easy-to-understand travel policy infographic for Gallagher's intranet, to simply and quickly explain all travel processes to their employees.

What is Gallagher's response?



"The continuity of the relationship has made our travel program journey so easy. When we call Corporate Traveller we get the same people – not a call centre – which translates to great, personalised service."

Paul Lemieszek

Gallagher Facilities Manager

