Case Study

Implementing a large account

After integrating two companies into its organization, a multinational food company wanted to streamline its processes and procedures in order to increase efficiency, standardize their global travel policy and reduce costs.

The challenge

The integration of the two companies meant that BCD Travel faced a series of challenges including:

- Consolidation to one global travel policy, one set of global airline deals and one global hotel program
- Pulling data in the face of missing management information, from several HR systems to provide ongoing HR data feeds for the creation of profiles for our client's chosen online booking tool, Concur
- Creating HR data feeds for Irish travelers from scratch
- Building guest profiles for contractors from scratch
- Lack of resources (from both BCD Travel and our client due to the number of holidays being taken over the summer period when the implementation was being undertaken
- Launching Concur and encouraging adoption without prior booker training (at our client's request)
- Short notice for programming of lodge card information due to the lateness of their applications. This resulted in two entities going live without lodge cards.

The solution

BCD proposed we integrate our client into our business travel center (BTC) in Northern England.

An implementation team was immediately put in place consisting of key personnel from our client and BCD Travel. Additionally, the consolidation required key stakeholder involvement on both sides and in each of our client's locations in order to ensure that baseline measurements were in place, together with documentation of processes in every office to ensure a seamless transition.

We worked together to effectively communicate the changes to their travel program to the travelers. Bookers and travelers were encouraged to attend WebEx training sessions, which were set up by the BCD Travel Account Manager and the Travel Manager, to ensure that the new procedures and contact information were in the hands of the travelers in a timely fashion. These were very well received and attendance was excellent.

To bring travelers into the new system with a minimum of fuss, we used data feeds from the client's human resources departments to create "mini-profiles" that included information such as ID number, name, business unit, cost center, country and e-mail address. This created a base to which travelers could add their additional details as required.

Additional BCD resources were drafted in and worked overtime to ensure that the implementation was completed within the required 12 week timeline. The travel manager was delighted with our achievements and gave us the following compliment:

"Thank you for steering us through the project. It was a pleasure to work with BCD Travel. You have a very calming way which helps in all the madness!"

The result

All of our client's offices in the UK now book exclusively through BCD Travel's BTC based in Northern England. Travelers enjoy quick and easy access to a team of agents with a full understanding of the company's objectives, travel policy and individual regional nuances. Technology implementations were streamlined; rather than requiring nine separate iterations, for example, the online profile management system (BCD Travel's TripSource®: Profile Manager) was implemented, with complete UK coverage.

The consolidation has allowed for greater overall spend visibility and tighter control of travel policy and costs, leading to improved management of the vendor program as well as concrete savings.

Results in brief:

- Successful implementation within a 12 week deadline
- Tools implemented included:
    - DecisionSource: Data Manager
    - DecisionSource: Security Manager
    - Concur (with global HR feed)
    - TripSource: Profile Manager
    - TripSource: Qualtiy Manager
    - Travelport
    - COMPLEAT Itineraries
    -

Industry: Foods

Annual T&E: £7.5 million