



Case Study

Corporate Travel Services Outsourcing

Background

The Client sought to recentralize management control over its Travel function. The function had been managed across a geographic distance, and it had consequently not been fully integrated into the Client's core operations as key restructuring decisions had been made. The Client requested that JVKellyGroup outsource the function on its behalf, delivering cost savings and improving headquarters' oversight of the function.

Challenge

Although the Client was responsible for its Travel Services group, the professionals of the Travel Services department actually served multiple independent corporations. The reintegration of the Travel Services function into the Client's core operations therefore involved managing the transfer and reconciliation of multiple sub-client contractual relationships, financial accounts, and technology platforms.

Response

The JVKellyGroup team worked at the remote Travel Services location for several weeks, transitioning the roles and responsibilities of the existing Travel Services team to a location and managerial structure more accessible to Client management. Interviews of operational staff and close and continuing dialogue with the Client's management team kept the outsourcing process on track.

Result

The Client has regained control of the function and begun seeing increased value through cost savings and new agreements. In addition, the client has achieved 90% online booking compliance – an industry leading metric that drives reduced transaction costs.

Technology

Industry-leading online booking tools and enhanced MIS drive Client savings.

Industry:
Financial Services

Spend:
\$22M

Result:
15% Operating cost reduction
90% headcount reduction
Increased travel savings through strategic use of information

Timing:
90 day transition

 **JVKellyGroup, Inc.**[®]

Results Through Applied Intelligence