



Case Study

Corporate Travel Services Outsourcing

Industry:

Financial Services

Spend:

\$22M

ROI:

15% operating cost reduction; 90% headcount reduction; Increased travel savings through strategic use of information

Timing:

90 day transition

JVKG helped us revamp our travel program enabling us to achieve a 98% online booking adoption rate and save \$1.2 million in travel expenses, including the recent implementation of Expedia Corporate Travel."

—Global Leader of Shared Business Services

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 JVKG **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 JVKG 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. JVKG performed extensive research of online booking tools and together with the client selected Expedia® Corporate Travel to achieve savings, ease of use and improved control and reporting.

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 98% online booking compliance — an industry leading metric that drives reduced transaction costs. As a result of the implementation of Expedia Corporate Travel, the client **cut their agency fees by more than half, obtained lower airfares, and increased compliance** with the instant email notification of Out of Policy selections. The client's internal survey showed that over 95% of travelers and arrangers were satisfied with the tool, and it's ability to show web fares, search hotels, and update their profile.

Technology

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

AN ITAA
AFFINITY
PROGRAM

