

Third-party audit confirms maximum savings for global consulting company

PROCESS IMPROVEMENT

NORTH AMERICA

THE CHALLENGE

A CWT client needed to address its travelers' perception that they were not getting the best prices in the marketplace. This misconception—seemingly reinforced by online searches and Website advertisers claiming lowest fares—undermined policy compliance and the company's ability to maximize its corporate travel program. The client uses the full suite of *CWT Symphonie*[®] travel management products, including *CWT Horizon*[®] (online booking tool), *CWT Harmony*SM (assisted reservations), *CWT Portrait*[®] (profile management), *CWT Freedom*SM (mobile and desktop services) and *CWT Discovery*SM (reporting).

THE SOLUTION

CWT worked with a third party audit company to conduct a low fare audit of the client's domestic and international air reservations to uncover any lost savings opportunities. The first step involved creating a new process to allow auditing of *CWT Horizon* online bookings, which had never been done before. The audit, conducted over one month, captured both online and offline (counselor-initiated) reservations.

THE RESULT

The domestic audit revealed that 98 percent of more than 1,750 transactions audited had the lowest fares available, exceeding the client's required score of 97.5 percent. The international audit also exceeded client expectations, scoring 100 percent. The results were published on the client's Website to boost traveler confidence in the program.

The audit affirmed that both the online tool and offline agents offer the lowest fares within the corporate travel policy guidelines. Furthermore, traveler adherence to the managed program has increased, less time is wasted by travelers seeking fare comparisons outside the program, and the client is meeting its contractual obligations to their preferred suppliers.

CONTACT

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FAST FACTS

- Industry:** Business consulting, outsourcing
- Scope:** Low fare audit
- Volume:** \$215 million in annual U.S. travel spend
- Results at a glance:**
- Low fare audit confirmed maximum savings
 - Increased traveler confidence
 - Greater adherence to corporate travel program

