

CWT Multinational Service Centers save global technology leader 42% in travel management costs and drive customer service to 99.9%

CLIENT SERVICE CONFIGURATION

GLOBAL

THE CHALLENGE

A leading global technology company with a \$400 million travel spend wanted to simplify and automate its travel program for better control, service consistency, and cost savings. They needed an expert who could implement a single travel policy across multiple regions, help them gain visibility into their travel spend, and improve support for travelers.

THE SOLUTION

Through the implementation of a network of *CWT Multinational Service Centers* (MSC), the client's travel program was streamlined and requests were managed in a controlled manner. CWT developed a service delivery agreement outlining a step-by-step process of how travel requests should be handled to ensure a uniform user experience globally. Both online and offline reservations were consolidated through highly-automated services and well-defined processes, and fulfilled through *CWT MSCs*.

Consolidation was reinforced with the rollout of one global preferred vendor strategy, one consistent travel policy, and single language support across all regions. *CWT Portrait* and *CWT Program Management Center* were deployed to improve data management, and *CWT Resolve*, a Web-based customer service management tool, was adopted to monitor traveler feedback.

Implementation was phased over 24 months, consolidating 60 markets with *CWT MSCs* launched in the Americas, followed by EMEA and Asia Pacific.

CONTACT

For more information, please contact your local CWT Program Manager or sales representative or visit www.carlsonwagonlit.com.



THE RESULT

Under the *CWT MSC* configuration, the client reduced travel management costs by 42% in the first year, with 85% of total transactions processed through the streamlined network.

With global control over their program, the client had more leverage to better negotiate with airlines, thus reducing their average ticket price by 12%. Successful implementation of a single online booking tool—at a global adoption rate of 90% (70% touchless)—contributed to cost savings. The addition of CWT technology products and robust point-of-sale processes allowed the client to closely monitor hotel compliance as well as increase the timeliness and accuracy of reports and reservations.

By having limited sites, the speed to execute policy changes was drastically improved. In support of the company's compliance mandate, the online booking tool and *CWT MSC* travel counselors also helped guide travelers to make policy-approved travel decisions. Service consistency was assured through CWT's wholly-owned operations, and quarterly surveys show that customer service ratings are nearly perfect, with a 99.9% reservation accuracy rate.

FAST FACTS

Industry: Technology
 Scope: 60 countries across 4 continents
 Volume: \$400 million globally; 45,000 frequent travelers;
 600,000 transactions per year; \$40 million in hotel spend

Results at a glance:

- Saved 42% on travel management costs
- Achieved a 99.9% reservation accuracy rate
- Global online booking tool adoption rate of 90%
- Drove compliance to global policy
- Improved supplier agreements