

Consolidation saves global technology company \$30 million-plus over four years

PROGRAM CONSOLIDATION NORTH AMERICA

THE CHALLENGE

A global manufacturer of diversified technology products wanted to consolidate its vast travel program to maximize savings through worldwide supplier programs and online bookings. The company relied on 125 different travel agencies in the U.S. alone, making it difficult to consolidate data, negotiate contracts, and take advantage of its global spend for optimal discounts. In addition, the client wanted a better way to locate travelers in cases of emergency.

THE SOLUTION

Carlson Wagonlit Travel consolidated a substantial number of the client's U.S. divisions and facilitated a third-party supplier agreement to capture U.S. data on total travel volume. Reporting capabilities were implemented to recapture unused tickets and monitor purpose of trip. CWT analyzes the data to maximize contract fulfillment and savings for the client.

CWT helped facilitate an incentive agreement with Sabre which included implementation and management of GetThere, a corporate online booking solution, to increase online adoption rates and reduce costs. CWT uses its global reporting tool to refresh traveler locations daily, and queues reservations directly to the client's third-party security provider. This enhances the ability to provide security for their travelers and insurance against emergency evacuation in the event of crisis or emergency.

A similar consolidated program is underway with the European and Asian offices and is an important factor in the company's risk management program.

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THE RESULT

Under the consolidated program, CWT has captured nearly \$10 million in additional U.S. travel spend over the previous two years, and \$15 million in Europe, resulting in better negotiation leverage with key providers.

- The client saved \$5.1 million in negotiated fares in the first year, with an overall savings of \$29.5 million over four years.
- U.S. online adoption rates increased 22 percent within four years, resulting in more than \$1.6 million in additional savings for the client.
- The client has access to traveler locations at all times in the event of an emergency, an advantage it did not have prior to consolidation.

Based on the positive results of consolidation, the client expanded its travel management program to include CWT proprietary reporting and mobile services tools.

FAST FACTS

Industry: Technology

Scope: Consolidated 125 agencies to CWT

Volume: \$46 million in annual U.S. travel spend

Results at a glance:

- Achieved online adoption rates of 68%, saving \$1.6 million
- Consolidated program saved \$29.5 million in negotiated fares
- Reporting capabilities strengthened negotiation leverage and traveler security

