



case study

Outsourcing travel management for significant cost and efficiency savings



c50% reduction in annual travel costs: £114,000 saved in year one



introduced bespoke travel portal with streamlined booking process



all administration, management and policing outsourced to specialist team



one itemised invoice each month for all travel costs – no need for employees to pay for own travel and reclaim costs via an expenses claim form

Background

NFP1 is a national training company with c370 employees, located at 12 offices across the UK, all of whom travel for business at least once a year. They had enjoyed significant growth in recent years, which meant their corporate travel processes were no longer fit for purpose. Employees were responsible for arranging, booking and paying for their own travel, within stated limits, and then claiming the costs back via an expenses claim form. All items of travel had to be signed off by the traveller's line manager prior to booking, to check the reason for travel and authorise the associated costs.

NFP1's objectives:

- provide employees with access to a 24/7 travel management service
- introduce easy-to-use booking systems and processes, covering all elements of business travel
- ensure all travel and accommodation bookings are within stated policy limits, with a streamlined pre-booking approval process for any items that fall outside the policy limits
- improve record keeping, management information and reporting in order to have a clear picture of business travel activity and costs
- simplify payment and invoicing, removing the need for employees to pay for own travel and then reclaim costs via an expenses claim form
- reduce travel costs and ensure NFP1 travellers are benefitting from the best available rates and (where applicable) group discounts
- educate employees on the importance of planning travel in advance and the cost implications of last minute bookings

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What we did

Working closely with NFP1, we designed a bespoke travel management service that met all their objectives and enabled the delivery of significant ongoing cost savings and efficiency improvements. This included developing a secure online travel portal, using NFP1's logo and branding, with individual logins for all employees.

Our dedicated travel consultants manage the database and are available to answer queries and provide support in normal office hours. In addition, we provide a 24/7/365 emergency concierge service, which is manned by our own team in the UK. This means travellers never need to worry about getting stuck somewhere or last minute changes; their Easy Avenues team are always on hand if they need us.

During the initial transition period, we sought approval from the relevant line manager for every booking request. This process ceased after the first few months and we now police all aspects of NFP1's travel management policy on their behalf. Only individual items that fall outside of the agreed policy limits now require client pre-approval before booking, significantly reducing administration and management time for NFP1.

All travel and accommodation costs are charged on a single monthly invoice. This is accompanied by a statement giving a full breakdown of all items, bespoke to NFP1's financial requirements.

The travel portal means that all employees can see their own bookings online at any time, and NFP1's administrators have access to full details of all travel activity at their fingertips. Our completely transparent processes also mean that NFP1 can easily check that we have provided the most competitive fare available on the day of booking.

Another benefit of a fully managed travel service is the ability to receive refunds on a greater number of unused or cancelled bookings. In addition, we have achieved a significant reduction in the corporate rates NFP1 pays with a number of key suppliers, along with improvements in cancellation terms.

The new system and processes are supported by an ongoing employee communication and education campaign, with real-life examples of the cost implications of last minute bookings.

The results

NFP1 now have a streamlined, professional travel management service, which is easy-to-use for their employees and provides the company with complete transparency over their travel and accommodation costs and activity.

Hard savings in year one were around £114,000 broken down as follows:

	Annual cost before Easy Avenues*	Year-one cost with Easy Avenues
UK Rail & Ferry Fares	£80,000	£37,472
Short Haul & Domestic Flights	£55,000	£30,329
Hotel Accommodation	£100,000	£53,044
Total	£235,000	£120,845

*These costs are a 'best guess' due to quality of management information available historically.

The bespoke travel management portal we created for them, gives NFP1 and their employees a secure platform for easily booking and managing all travel needs. In addition to the hard savings detailed above, NFP1 benefit from significantly reduced administration and management time, with just one invoice and detailed breakdown of all travel costs and activity received each month.

Find out more

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"Easy Avenues have not only helped us to reduce our overall travel cost, bringing a greater degree of control of spend before it is committed, but also provided better management information through clear and concise monthly reporting. We now make a single monthly payment covering all travel and accommodation expense. Our people like the simplicity and flexibility of the Easy Avenues service, and I have the certainty that our company policies and guidelines are being followed consistently. What is more, the Easy Avenues team is friendly, effective, highly customer-focused and a pleasure to work with."

There's always a way