

At a Glance

- University
- Scope: Travel spend of \$1,500,000 annually
- Reconciliation time was reduced by 65%
- Annual travel spend was reduced by \$125,000 in the first year of the partnership

Challenge

A thriving east coast private University was taking a hard look at expenses, particularly in travel. The client needed a managed travel program, consolidated reporting and a simplified data reconciliation process. Their current program was not managed by their provider, reporting was not consolidated University-wide, and their current back-end reconciliation process was time-consuming and had a large margin for error.

Solution

The client went out to bid and Travel Leaders was awarded the business from the incumbent who had serviced the client for 20 years. During the discovery phase, discussion between the Travel Leaders team and the client's procurement staff revealed several cost-saving opportunities.

Travel Leaders consolidated the University's various departments, and negotiated air, hotel and car contracts. An online booking tool was implemented University-wide, and the account manager developed a program plan to streamline costs within the travel program.

Results

With Travel Leaders' managed program, the University achieved savings through an off-site team of agents, reduced transactions fees through increased adoption of the online booking tool and the managed use of preferred vendors. Online booking alone led to a 35% decrease in service fees year over year.

The University also was able to make better buying decisions with the consolidated reports they received from Travel Leaders.
