

CAPITA

Success story

Improved travel programme, cash flow and experiences



Reducing travel spend while improving cash flow and employee experiences for Borges Salmon.



Savings and cost avoidance within three months.



Of rail bookings completed online.

Situation and objectives

Borges Salmon needed to reduce the £1.2m annual cost of its business travel, accommodation and meetings.

“We were looking for technology and product expertise in travel, rail and hotels that could lower costs and deliver better value for our travel spend.”

Front of House Manager,
Borges Salmon LLP

The firm required online access to expertly negotiated supplier rates and a billing process that effectively supports client billable travel, therefore increasing its cash flow.

It also wanted travellers and travel arrangers to benefit from the expertise and reassurance provided by a 24/7 booking and online support teams.

The solution

“The firm’s billing challenge was addressed as part of a flexible implementation and technology approach. A process

was developed to integrate with Borges Salmon’s back office billing technology, allowing travel arrangers to allocate no less than five essential matter and nominal codes.

“The compatible reporting gives the firm full visibility of cross-charged client costs via a daily feed.”

Senior Implementation Manager,
Capita Travel and Events

Bespoke management information (MI) data also gives the firm an in-depth view of travel activity and trends.

To save money on hotels, hotel rates in Borges Salmon’s top locations were benchmarked and renegotiated. The rates are now available for travel arrangers to book via a simple, online self-booking tool.

Bespoke rail fares were negotiated with Borges Salmon’s key rail route train operator and made available for travellers to book. This was not possible via the firm’s previous agent.

An educational communication programme has introduced employees to an easy to use online self-booking tool and the firm's new preferred hotel list.

During a series of face-to-face travel forums, travel bookers met their Capita Travel and Events account manager, members of their booking support team and many of the firm's key hotel and train company suppliers. This strategy helped build employees' trust in their new services and suppliers.

The suppliers could answer questions about their own services and shared the ways that booking through a specialist agency could benefit the employees.

These benefits include:

- An easy to use self-booking tool with simple client cross-charging.

- Easy access to pre-negotiated rates at most frequently used hotels.
- Reassurance of improved duty of care and wellbeing through traveller tracking and 24/7 support services.
- Improved traveller experiences through access to Capita Travel and Events' supplier partner packages with regular offers on items such as hotel and rail WiFi, lounge access and train station parking.

Outcome

The implementation went incredibly smoothly, with only positive employee feedback.

Online bookings have remained high since the launch and the firm is enjoying savings and a fast and efficient client billing process.

Important opinion

"Since going live, Capita Travel and Events has consolidated and renegotiated our hotel programme and its specialists are creating tangible savings opportunities for us. It has also been able to set up reporting that complements our own financial processes."

Front of House Manager,
Burges Salmon LLP

Highlights

- Easy to use online booking with access to expertly negotiated supplier rates.
- Billing process that effectively supports client billable, increasing cash flow.
- Bespoke MI data gives the firm an in-depth view of travel activity, trends and cross-charged client costs.
- Top hotels benchmarked and rates re-negotiated.
- Bespoke rail fares negotiated with train company on key rail route and made available for travellers to book online.
- Reassurance of improved duty of care and wellbeing through traveller tracking and 24/7 support services.
- Improved traveller experiences through supplier partner packages and value added benefits.
- Employees introduced to new services and tools via an educational communication programme, including face-to-face engagement to help build trust.

"Capita Travel and Events' specialists are creating tangible savings opportunities for us and have set up reporting that complements our own financial processes."

Front of House Manager, Burges Salmon LLP

If you'd like to know more, get in touch with a member of the team:

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