

Success story

## Real savings through an adopted framework



Dorset NHS Foundation Trust required a fresh new approach to its business travel management programme.



Online rail adoption.



Online air adoption.



Online transient adoption.

Dorset NHS Foundation Trust ('the Trust') had previously used a number of different routes to purchase business travel, which included: booking direct with individual suppliers, buying from travel consolidating websites, using warrants for rail travel or in some cases buying tickets direct from the station on the day of travel.

The Trust recognised that this fragmented approach didn't support its objective to reduce costs, nor did it support its obligations in relation to corporate social responsibility (CSR).

### Challenge

The Trust aimed to consolidate all of its bookings through one specialist agency with the expert knowledge, industry experience and specialist technology to handle the Trust's volume of bookings.

When it comes to managing the Trust's travel requirements, there are a few vital things that must be considered, including:

- Demonstrating value for money.
- Creating full visibility of spend.
- Providing a service that meets its CSR duties.

### Solution

Recognising that the benefits of having business travel experts manage its travel far outweighed the cost, the Trust chose a government framework which Capita Travel and Events is very familiar with.

The RM1034 wider public sector travel framework provides a fully managed service including an online booking tool and offline booking system for UK and international rail, accommodation and air, including an out of hours service.

As Capita Travel and Events is appointed onto this framework agreement, customers are assured that it meets the appropriate standards in the provision of Travel Management Services.

Since moving onto this framework, the team has given Dorset NHS Foundation Trust absolute spend transparency across the board.

Using specialist technology and expert knowledge, the Trust is provided with a monthly management information pack.

This provides a high-level view of spend as well as traveller booking behaviour.

### The outcome

Since the Trust joined the framework in October 2014, the central booking team has been able to influence the way it buys business travel.

There has been a significant reduction in average rail fares. The average cost has come down by £35 between October 2014 and April 2015.

For a first time user of a travel management company, the Trust is also achieving excellent online adoption rates across all of its services.

At no point since joining the framework has the Trust changed its travel policy. It's believed the success of the savings made and the lofty adoption levels can be put down to a well implemented framework, through a tailored approach.

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“Employees are beginning to see the benefits of the new booking process now that it has become embedded within the Trust. The comprehensive Management Information which is received regularly provides full visibility of travel spend - something which the Trust did not have before.”

Senior Procurement Officer, NHS Dorset

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### Highlights

- NHS Dorset appointed Capita Travel and Events through the RM1034 wider public sector travel framework to provide a fully managed travel management service.
- Framework provides the Trust with complete transparency of spend.
- High online adoption levels, with 100% of rail bookings, 95% air bookings, and 85% transient bookings made through the online booking tool.
- Average cost reduction of £35 per rail booking in first six months.

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

 0330 390 0340

 [travevents@capita.co.uk](mailto:travevents@capita.co.uk)

 [capitatravevents.co.uk](http://capitatravevents.co.uk)

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