

CAPITA

Success story

Staying ahead of the game for a successful event



Using expert knowledge to deliver a first class experience for award winning delegates.



Years of partnership for Capgemini's employee recognition awards trip



A three day, five star incentive programme

Offering an outstanding experience

A long-standing partnership with one of Capgemini's key divisions has seen Capita Travel and Events delivering Capgemini's employee recognition awards trip for over five years.

One of Capgemini's values, 'people matter, results count', mirrors the expert knowledge and outstanding service required to deliver first-class experiences for its employees.

The challenge

Each incentive trip is part of a three-trip per year award programme. A typical trip rewards 10 to 12 employees, each accompanied by one guest.

The main requirement of each trip is the coordination of a three day incentive schedule at a five-star venue in mainland Europe.

As well as project management of all travel logistics, including flights and transfers, full planning of all day trip activities is required. The schedules have to suitably reward winners from all over the UK, with diverse backgrounds and interests.

On certain international events, having a strong relationship with Destination Management Companies (DMC) is advantageous; they speak the local language and have extensive knowledge of a destination. Working with DMC partners on Capgemini's events can often assist in the sourcing of external dining venues and activities.

A unique and tailored programme

With most awards trips, the initial venue inspections are completed with Capgemini's team. These help understand the spaces and potential activities that can be used to create a tailored and unique event programme with the DMC partners.

Visiting a proposed shortlist of hotels and venues drives the final selection of those most suited to the customer requirements.

Following the inspections, a full event programme is finalised and logistical arrangements, including UK and overseas flights and transfers, are confirmed.

A typical programme can consist of:

Thursday - UK transfers from multiple Capgemini offices to airport hotel for a drinks reception and dinner.

Friday - Morning flights to destination country, transfer to hotel for welcome lunch, business meeting, off-site evening dinner.

Saturday - guests partake in a choice of group activities, reconvene for lunch, have free time in the afternoon and an off-site gala dinner.

Sunday - free time in the morning to explore the destination. Farewell lunch and evening flights back to the UK with onward transfers.

Solutions to challenges

Since April 2012, successful and memorable employee experiences have been managed in Lisbon, Madrid, Vienna, Berlin, Amsterdam, Prague and Budapest.

Each event brings its own challenges. The more unpredictable ones conquered for Capgemini's recognition and awards trips include everything from riots in Madrid and flight cancellations in Prague, to poor weather conditions in Lisbon.

Through effective contingency pre-event planning, cool-headed event management expertise and established relationships with DMC partners, the success of every event is assured.

“I would like to say a massive thank you for all your hard work during these events. Due to the thorough planning of each trip, we are always confident of having an outstanding event.”

Awards Trip Manager, **Capgemini**

Highlights

- Delivering Capgemini's employee recognition awards trip for five years.
- Ensuring Capgemini's 'people matter, results count' value is key to delegate experiences.
- Catering for delegates from diverse backgrounds, with different interests, from all across the UK.
- Coordinating three day incentive programmes within five-star venues in mainland Europe.
- Full project management including flights and transfers, and all day trip activities.
- Working with DMC partners to source external dining venues and local knowledge.
- Full inspections of venues carried out to ensure programmes are tailored and unique.
- Skillfully managing unanticipated challenges over a number of years to ensure the success of the customer's event.

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

 0330 390 0340

 travevents@capita.co.uk

 capitatravevents.co.uk

 @CapTravelEvents

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