

Case Study



LandSec

Client since: 2013

COMPANY TYPE

UK's largest commercial property company with growing number of staff.

LandSec Plc is the largest commercial property company in the UK and is a member of the FTSE 100. Founded in 1944, the company owns and manages more than 26 million sq ft of property, ranging from shopping centres to London offices. Their staff book travel via a team of travel bookers based in London, Glasgow and Leeds.



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JOANNE FERRES

HEAD OF ACCOUNTS PAYABLE
AT LANDSEC

92%

ONLINE ADOPTION

100%

RAIL BOOKINGS
POLICY COMPLIANCE

24%

FALL IN AVERAGE
HOTEL RATE

STUCK OFFLINE

Before switching to Click, LandSec made virtually none of their travel bookings online and had no clear picture of whether they were getting good value or not. “Our old provider did not offer a consolidated travel booking platform and this meant virtually all bookings were made by email or telephone,” explains Martin Greenslade, LandSec’s Chief Financial Officer. “In turn this meant that our employees couldn’t see if they were getting the best value, couldn’t make the best buying decisions, and we were paying high offline transaction fees for just about every booking.”

The team at LandSec realised they needed to find a better solution, so their travel management contract was put out to tender. “We conducted a thorough tender process and received bids from a variety of travel management,” said Joanne Ferres, LandSec’s Head of Accounts Payable. “Click stood out from the crowd due to the superiority of their online booking tool and the strength of their offline team. Their product and service offering made them a clear winner.” “I was very impressed with the implementation process,” said Joanne. “Click’s Implementation Team is excellent and they guided us every step of the way. Due to our internal requirements we undertook an extensive number of tests to ensure that their online booking tool met our exact requirements. Click supported us with this and the booking tool passed all of our stringent testing.” The benefits also came thick and fast. “By the time of our first review - just 3 months into the contract - our online adoption had already soared to over 90% thanks to the simplicity of Click’s online booking tool,” said Suzie Phillips, Executive Assistant to the Chief Financial Officer. “What was even more astonishing was the fact that our average hotel rate had fallen by 24%, and our average rail fare by 10%!”

The cost reductions are a direct result of the much wider range of content available through Click, and the visual transparency that online booking delivers,



resulting in users making more informed buying choices. “Our employees are committed to making good value decisions for LandSec,” comments Martin Greenslade, CFO. “Click Travel has given them the transparency to make these value judgments on their travel spend on every journey. Our rail bookings are now 100% compliant with policy, which shows that if you combine strong policy with transparency, high levels of compliance follow.”

NO GOING BACK

With the new service bedded in, and stunning results on the back of the change, the team at LandSec are confident they’ve made the right move.

“There’s no going back to a traditional travel supplier for us now. We made the leap to Click, and the results are astonishingly good,” said Suzie. “We’re continuing to work with our Click Account Manager to drive further best practice and behavioural change using the fantastic policy controls that Click give us, and we’re developing a much more thorough understanding of our cost drivers through the real-time reporting and analytics.”



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To find out more about travel management, take advantage of our range of free resources. And subscribe to our industry-leading blog to be the first to hear about our next insight report and to keep up to date on all things business travel.

CASE STUDIES

Our detailed case studies will give you a great insight into what our customers think of working with Click Travel and the results they've achieved with us. Covering clients across various sectors, you can learn why Red Bull, RNIB, Whitbread and many more came on board with Click.



COMPREHENSIVE GUIDES

Our complimentary, in depth guides give you exclusive insider insight into specific areas of corporate travel management. From procurement best practice to implementation methods, our guides will have you in the know in no time.

INDUSTRY-LEADING BLOGS

With useful, spin-free advice and guidance on travel management, top travel tips for business travellers and all the latest updates from Click HQ, our range of blogs are perfect for anyone interested in the finer points of travel management or the wider world of travel.



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hello@clicktravel.com | 0121 288 2869

