



Nationwide Platforms  
Client since: 2010

## COMPANY TYPE

UK's largest powered access rental business, providing a fleet of more than 11,200 machines from a network of depots across the country.

## PAIN POINTS

No visibility of spend and monitoring policy compliance.



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Amanda Begley PROCUREMENT & BUSINESS SYSTEMS FACILITATOR



## THE COMPANY

Nationwide Platforms, a UK market leader in access platform hire, equipment sales and IPAF training, are part of the world's largest specialist access hire and rental business, Lavendon Group plc. Having historically booked all travel direct using a DIY approach, Nationwide Platforms brought Click Travel in to help centralise bookings, monitor policy compliance and have full visibility of their overall travel spend.

## WHY CLICK TRAVEL

Prior to coming on board with Click in 2010, Nationwide Platforms' staff made their own travel bookings. The organisation's business travel revolved around this DIY approach, with bookers arranging travel and accommodation on cards and claiming back expenses. However, the problem Nationwide Platforms faced with this arrangement was the lack of visibility on spend, monitoring policy compliance and the difficulty in reporting on business travel.

98%

ONLINE ADOPTION

85%

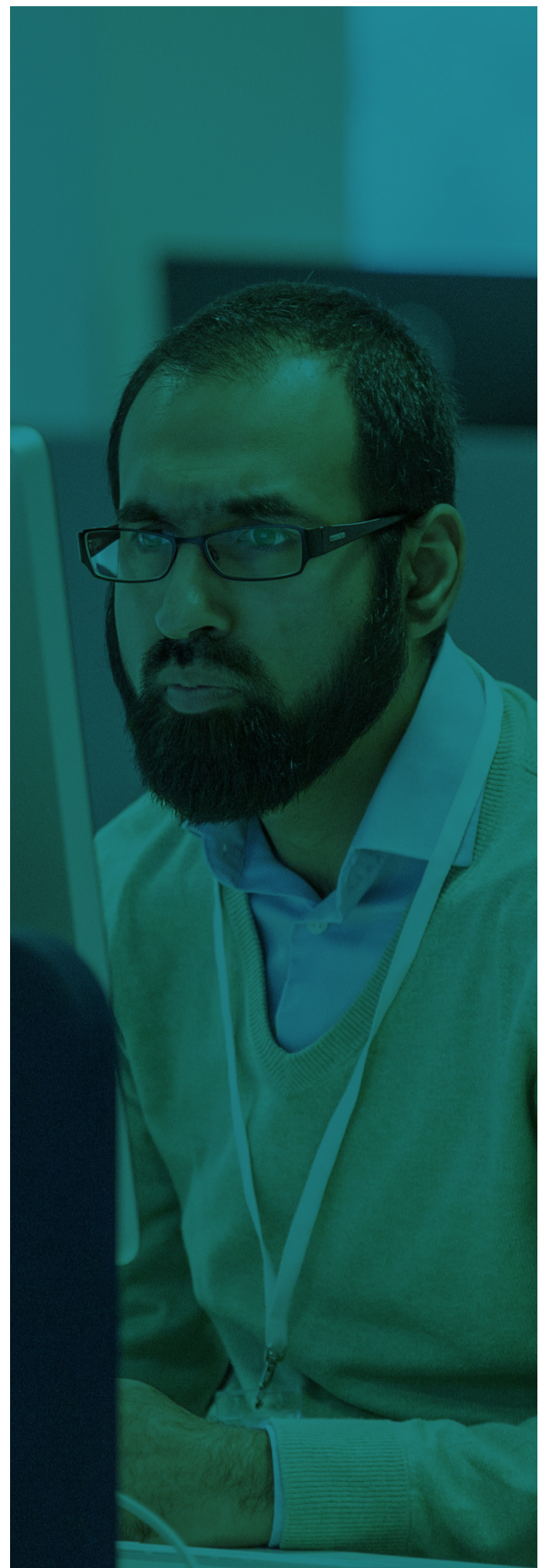
POLICY COMPLIANCE

# IMPRESSIVE RESULTS

When coming on board with Click, Nationwide Platforms’ goals included centralising bookings and monitoring policy compliance. Having moved away from the DIY approach that was restricting transparency, the organisation made 100% of bookings via Click Travel and online adoption rates shot up immediately, with 94% in 2010 - moving up to an impressive 98% in 2014. Policy compliance levels also rose to and remained above 80% throughout their relationship with Click Travel.

Whilst Nationwide Platforms have made great use of and achieved great results with Click’s online booking tool, one of the keys to their successful business travel programme has been the first class customer service. Amanda Begley, Procurement & Business Systems Facilitator was delighted with the proactive, helpful nature of Click’s reservations team, who have always been available to offer guidance and support as well as make bookings.

“The reservations team at Click Travel have been a real benefit for our bookers, and it’s been comforting to know that the team offers around the clock support. This has been particularly beneficial to Nationwide Platforms, with our operation growing internationally in recent years.”





## USING MI TO DRIVE POSITIVE CHANGE

Following Nationwide Platform's international expansion to Dubai, the organisation's long haul travel was really beginning to take off. However, with no existing travel policy for long haul flights, policy compliance took a dip in the early days of the change.

Fortunately all out of policy bookings are reported on via Click's in depth management information (MI), which provides detailed information on all bookings and can be accessed any time. Our MI provided Nationwide Platforms with full visibility of out of policy flights and enabled Amanda to demonstrate to the board that internal changes were needed to improve compliance.

Nationwide Platform's aim is now to achieve over 98% online adoption rates and over 85% policy compliance. Once they have analysed the management information, their Account Manager, Baljinder Love will work in collaboration with Amanda to refine their travel policy for long haul flight bookings to influence traveller behaviour and drive change.

From a management point of view, the ability to get hold of key metrics and performance data, including cost breakdowns and analysis, is a must for Nationwide Platforms and it was something that Click provided immediately. Click's Travel Analysis Report is invaluable to Amanda, as it helps her monitor what people are doing and also challenge those booking out of policy.

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## ACCOUNT MANAGEMENT

Quarterly WebEx Account Management Reviews help Nationwide Platforms to collate the data that Amanda has been reviewing and really helps her to make clear to the board where money is being spent and what can be improved.

Baljinder commented “My reviews with Amanda are great as she is fully aware of what is happening in the business so we can have meaningful conversations about areas to improve.”

Following her analysis, Bal worked with Amanda to implement changes to Nationwide Platforms’ booking lead times, which will provide a further 24% saving on travel spend. From increasing flight lead times over 12 days in advance to dramatically increasing the purchase of cheapest fares, Bal’s suggestions and implementation plans are helping Nationwide Platforms continue to increase efficiency and drive down cost.



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Baljinder Bal SENIOR ACCOUNT MANAGER

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