



Scotland's Rural
College
Client since: 2014

COMPANY TYPE

A higher education institution, with over 1,500 staff

PAIN POINTS

Decentralised booking system
Previous travel strategy created unnecessary drain on staff resources



Click's online booking tool was the standout choice. It's intuitive to use, provides valuable management information and allows electronic invoicing to be easily integrated.



ANDREW TENNANT FINANCIAL CONTROLLER

ORGANISATION SUMMARY

SRUC is an innovative, knowledge-based public sector organisation which supports the development of land-based industries and communities through its specialist research and development resources, its education and learning provision and its expert advisory and consultancy services. SRUC's work is wide ranging, with a particular emphasis on agriculture and related science; rural business development and management; food chain quality and safety; and rural resource and environmental management.

REASON FOR CHANGE

Prior to coming on board with Click Travel, SRUC's travel bookings were made using a number of disparate methods, including designated travel agent, company credit cards and business expenses. These non-uniform processes produced two key problems. Firstly, there was a lack of transparency on travel transactions and trends, leading to diminished financial control.

84%

POLICY COMPLIANCE WITHIN
11 MONTHS

87%

ONLINE ADOPTION WITHIN
11 MONTHS

27%

REALISED SAVINGS
WITHIN 4 MONTHS

Secondly, the staff at SRUC were spending increasing amounts of time searching for cheap travel, rather than focusing on their core responsibilities. Having decided to move away from the limitations of a DIY approach to travel management, SRUC set about the process of finding the right travel management company (TMC).

WHY CLICK TRAVEL

SRUC began a thorough selection process by reviewing a number of framework agreements and separate offerings from various travel suppliers. The organisation also had discussions with contacts within the Scottish HE sector, Scottish Government, and Crown Commercial Services as to how they managed staff travel.

Of the various options considered, Click Travel's online booking tool was the standout choice, as Andrew Tennant, SRUC's Financial Controller explains, "It's intuitive to use, provides valuable management information in an accessible format, and allows electronic invoicing to be easily integrated into SRUC's finance system. The ease of managing staff additions and deletions on the system allows SRUC to maintain control over which staff can use the system and how they use it, which is extremely useful in maintaining in-policy bookings and reducing leakage."



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SRUC and Click have quickly developed a very good partnership. Click's staff are prompt to answer online queries, help resolve issues and support SRUC staff, which is exactly what we wanted from our TMC.

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IMPLEMENTATION PROCESS

The transition from using an internally-managed approach to using a TMC can be a tricky one, but there were no such problems for SRUC.

From the outset, Click Travel were there to support and offer guidance to SRUC and its bookers. Detailed information provided by the Click Travel team was used to supplement staff communication, which was undertaken before, during and after implementation of the system, making the whole process that much easier. SRUC produced guidelines for staff that were used to supplement the comprehensive user notes embedded in the system by Click Travel, starting the working relationship with great communication and shared understanding of goals. The implementation process was completed with the roll out to staff, which was undertaken in stages over a six week period, allowing a steady and controlled integration.

ACCOUNT MANAGEMENT

Andrew has been delighted with the relationship that has developed between SRUC and the Click Travel team, “I believe SRUC and Click have quickly developed a very good partnership. Click staff are prompt to answer online queries, to help resolve issues and to support SRUC staff, which is exactly what we wanted from our TMC.”

Since coming on board with Click, SRUC has seen a welcome net reduction in travel and associated administration costs. For example, a recent review of like for like travel between Q1 2014-15 and Q1 2015-16 has seen the cost of rail travel reduced by 9.3%.

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As a direct result of Click Travel’s input, Finance have realised staff savings alone of circa £19,000 in less than a year. We’re sure that with the help of Click Travel and efficient use of their online booking tool, we’ll make further administration savings across the whole organisation.

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“When compared to travel industry forecasts, SRUC is benefiting significantly by managing travel through Click and their online booking tool,” Andrew explains.

While travel is subject to variation as a result of both business and seasonal demands, both of which can contribute to reduced expenditure, the savings noted above indicate that the introduction of Click’s travel management service is providing SRUC with cash savings, a key area of interest for any organisation.

In addition to the cash savings, working with Click Travel has removed the hidden time/opportunity costs associated with searching multiple travel booking sites, and the submission and processing of purchase card and business expense claims - both things that were of particular concern for Andrew and the SRUC team. Andrew explains further, “As a direct result of Click Travel’s input, Finance have realised staff savings alone of circa £19,000 in less than a year. We’re sure that with the help of Click Travel and efficient use of their online booking tool, we’ll make further administration savings across the whole organisation.”



“ I just used Click Travel for the first time and I like it already! It was so quick and easy to use. ”

Senior Secretary SRUC

Start your journey with us today

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