



Adecco
Client since: 2008

COMPANY TYPE

Adecco is one of the UK's largest recruitment companies, with 3,400 staff, and is part of a global player in the HR industry

PAIN POINTS

No clear grasp on travel spend, insufficient MI and reactive account management



The implementation was smooth, easy and a great success. The Click team is confident, patient and reliable, exactly as we'd hoped.



BRIAN JEAL PROCUREMENT MANAGER

THE COMPANY

Adecco UK is part of the largest HR group in the world, with cross sector expertise and a national network of offices in the UK and Ireland. The UK company specialises in four key industry sectors: IT & telecoms; sales & retail; finance & insurance; and office & secretarial.

WHY CLICK TRAVEL

Adecco appointed Click in 2008 to help consolidate their supplier base and bring all of their business travel arrangements together onto one platform. They wanted detailed management information (MI), a single streamlined solution and an easy implementation.

36%

IDENTIFIED ANNUAL
SAVINGS

15%

REALISED SAVINGS WITHIN
FIRST MONTH

96%

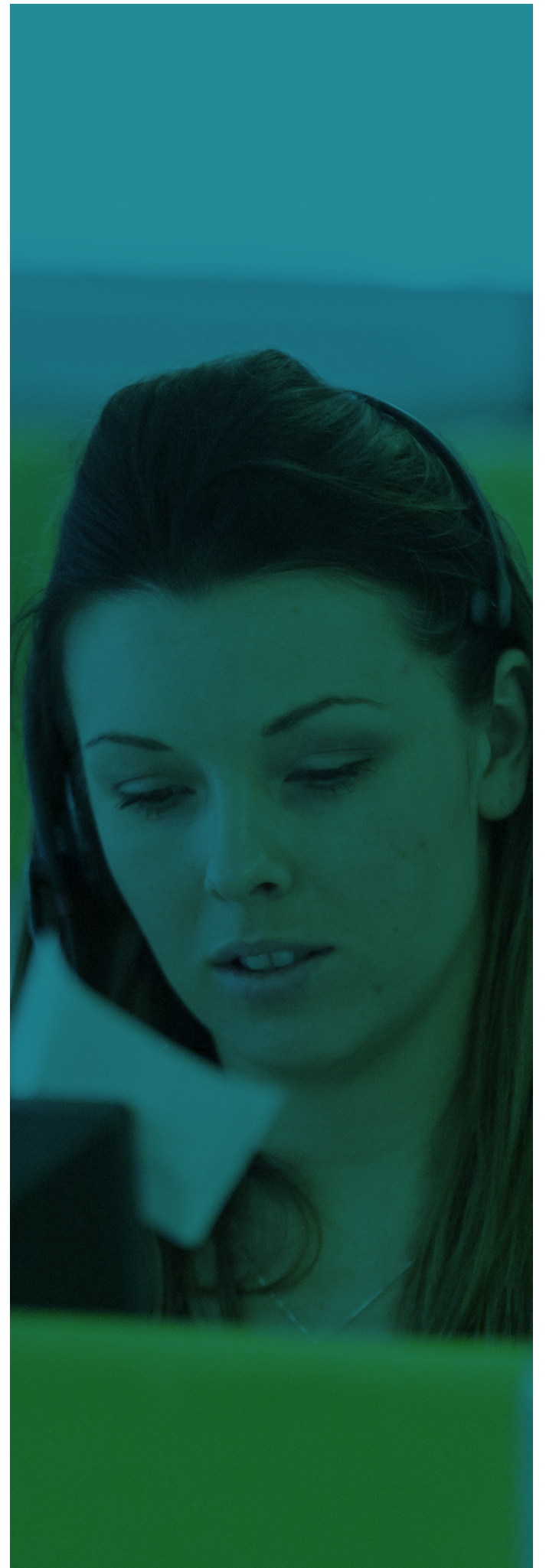
ONLINE
ADOPTION

THE SEARCH FOR A BETTER SOLUTION

Prior to Click Travel's appointment, Adecco were looking to combine their business travel into a single, coherent strategy and they understood that this process of consolidation would require the services of an innovative travel management company (TMC).

Adecco conducted a detailed search and qualification process for a new TMC in order to ensure that they found a travel supplier who was the perfect fit for their organisation. The team at Adecco worked from a precise brief; they wanted to get a better grip on travel spend, switch travel to an easier and more user-friendly booking platform, benefit from more insightful management information and to work with a proactive account management team who would help highlight trends and reduce costs.

Key to Adecco's decision to appoint Click Travel was the role that Click's online booking tool would play in achieving their goal of consolidating air, travel and rail into one simple platform.





A DRAMATIC TURNAROUND

Upon appointing Click in 2008, Adecco immediately began working on implementing their new travel supplier throughout the organisation and launched the use of Click's booking tool through a range of communication and training initiatives with extraordinary success. Not only did the implementation process go smoothly, but Adecco also benefited from 15% in savings in the first month alone. Three months after the online booking tool had gone live, online adoption had increased to 91.3%.

"The implementation went so smoothly, it almost seemed too easy," recalls Brian Jeal, Adecco's procurement manager. "The Click Travel team is confident, competent and patient, which made the transfer easy and a great success."

A user-friendly booking tool was crucial in achieving such high levels of adoption and Click's simple and easy-to-use approach has made the day to day lives of Adecco's users' easier, as it quickly navigates all travel requirements through one place.

"Click's online booking tool is, in our opinion, one of the best in the industry and the MI that their system produces is excellent," says Brian.

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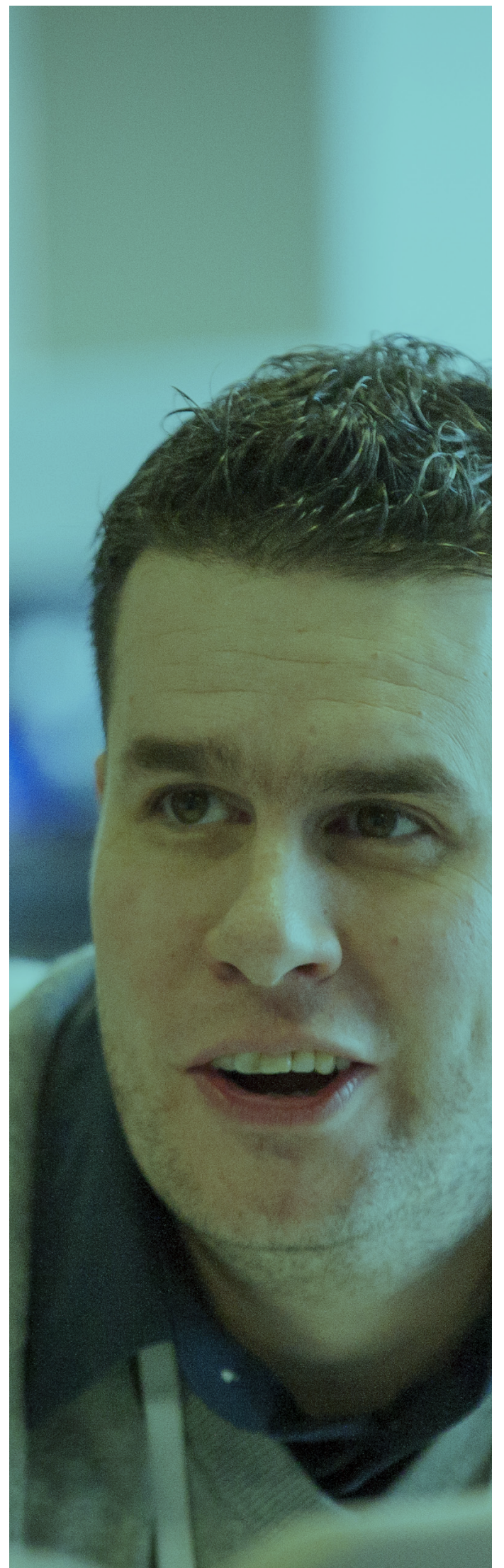
“The ability to have instant access to such an array of reports means that we can get virtually all of our data online straight away, or very quickly from our account manager. The help desk staff are also very good; nothing is too much trouble and the live help is really easy to use,” adds Brian.

BIG WINS AND FUTURE POSSIBILITIES

Adecco’s online adoption now stands at 96%, with potential annual savings opportunities of 36% of their annual spend having been identified by Click’s proactive account management team. This is in addition to an ongoing annual ‘£80k of savings’ initiative, as well as a focused hotel RFP project designed to increase hotel policy compliance.

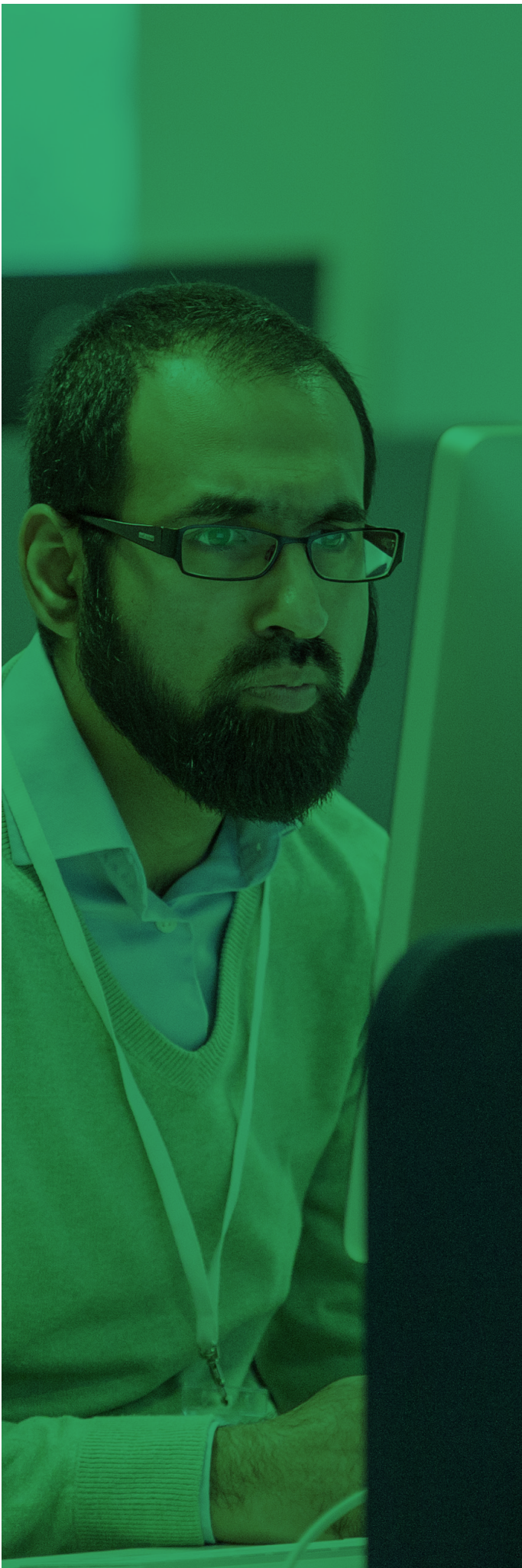
FLEXIBILITY TO ADAPT TO ADECCO UK’S LONGER TERM REQUIREMENTS AND ITS CHANGING NEEDS

At Click we understand the importance of strong relationships and we pride ourselves on being able to adapt to the changing requirements of our clients. Our flexible approach, as well as our own internally built and designed solution, means that we have the capability to quickly tailor our service to meet Adecco UK’s on-going needs both operationally and strategically.



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BRIAN JEAL PROCUREMENT MANAGER



Adecco has been through numerous acquisitions and internal changes but has remained a customer of ours for over a decade. Adecco completed the purchase of Spring Personnel in October 2009 and subsequently brought on the entire Adecco business to Click in November 2010.

Since then Adecco has also purchased Lee Hecht Harrison Plc, who came onboard in March 2014. Click worked with Adecco's board to rework the group's entire travel policy in Autumn 2012, offering to align Adecco's policy with Spring Personnel's already configured policy or as a tailored solution.

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Their account manager provided expert guidance and support in order to realign different ways of working and reduce potential impact to existing users. In addition to this, Click also implemented tailored reporting for each individual business unit, so that each unit had access to their own unique management information. Working in partnership with Adecco, all acquisitions were transitioned into Click Travel seamlessly with minimum input from their contract manager.



CONTINUOUS IMPROVEMENT RECOMMENDATIONS

Since then Adecco has also purchased Lee Hecht Harrison Plc, who came As part of Click’s continuous improvement cycle, their recent review meeting covering Q4 2015, saw savings recommendations amounting to around 24% of their annual spend.

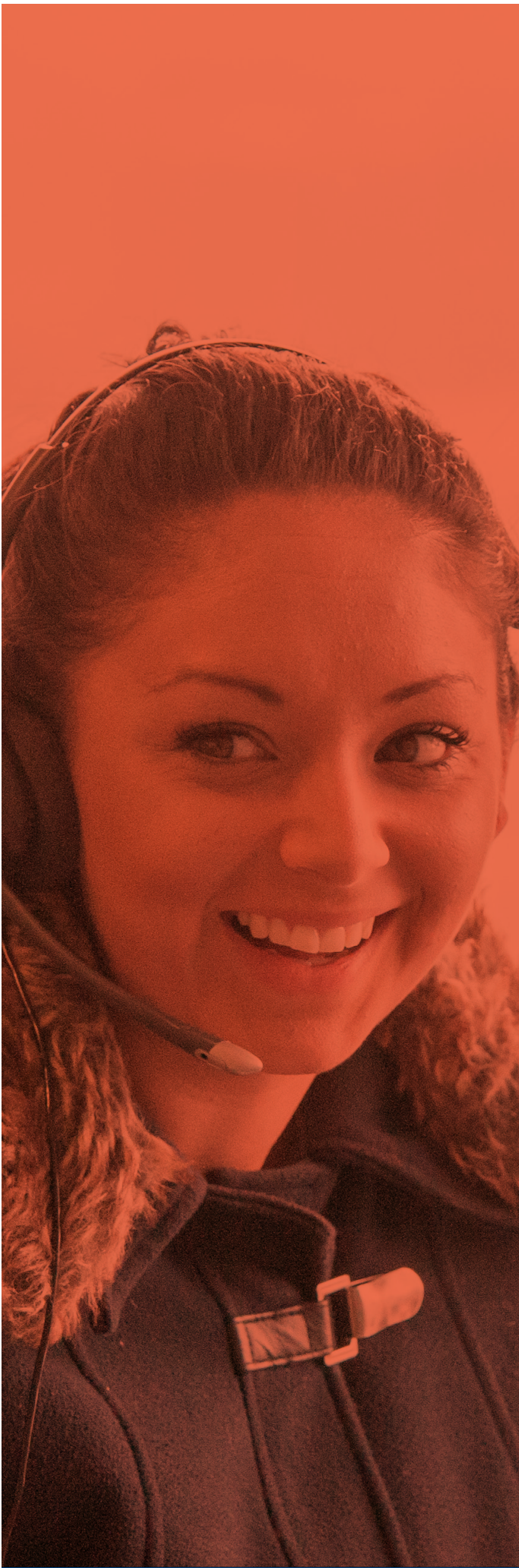
These included:

ACTION POINT	ADECCO ACTION	RESULT
Flights - tackling policy compliance	100% policy compliance	6.37%
Flights - shift half of late bookings (within 1 week of travel over 1 week)	Run report on those bookings	0.8%
Hotels - increasing policy compliance	100% policy compliance	2.8%
Trains - tackling policy compliance	100% policy compliance	9.5%
Trains - reduce Anytime Return ratio	Run report on those using Anytime tickets	4.5%
Total Potential Combination Annual Savings approx 24% of your annual spend for 2015		

One of the key benefits to having a robust travel policy implemented is that once it’s set up, everyone adheres to it.

Half of the savings figures that are highlighted came from the requirement for bookings to comply with Adecco’s existing policy. Click offered monthly reports that would detail bookers/travellers who were booking outside of policy, as well as capturing the reasons for their bookings too.





Once this information was obtained, Click were then able to assist and advise Adecco as to how smarter planning and altered buyer behaviour could lead to cost savings, as well as suggesting that they may need to update the travel policy itself in the future to ensure that it continues to reflect the needs of their travellers.

Further excess expense was later identified, with air bookings being made within 7 days prior to departure and 'Anytime' rail tickets often being booked at a higher price due to the flexibility that they afford travellers, despite the fact that the flexible travelling times were not always needed.

Regular reporting on air and rail bookings in particular meant that Click were able to ascertain which travellers were making the bookings and what opportunities there were for travellers to book further ahead, or book less flexible tickets. We found that, particularly in the case of rail bookings, split rail tickets could often deliver significant cost savings, with only minimal behaviour changes being asked of the booker.

Training can be provided on the best way to book rail tickets to ensure the most economical option is selected, whilst still meeting the travellers needs. Click also offer the use of Policy Prompts to visualise key messages to bookers, such as highlighting that the price of a single train journey may be reduced by "splitting" the tickets at various stopping points, as well as loading external links to useful websites such as www.splitticketing.co.uk.

The results of these recommendations will be analysed and discussed at Adecco's next review meeting in preparation for the next iteration of the continuous improvement cycle. We'll then begin the next cycle by defining the next set of objectives, giving due consideration to the results of previous iterations.

Start your journey with us today

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