



Click's booking tool offers great usability and excellent management information.



**BPP**  
PROFESSIONAL  
EDUCATION

WILLIAM ETCHELL GROUP FINANCE DIRECTOR

BPP

Client since: 2011

## COMPANY TYPE

One of the UK's leading post-secondary education providers

## PAIN POINTS

No overall visibility of spend

No practical mechanism to ensure that staff were complying with internal policies

Previous set up was a deeply fragmented and inefficient process

## THE COMPANY

BPP trains people for the qualifications they need to become business professionals. Thousands of accountants, tax practitioners, lawyers, insolvency practitioners, actuaries, financial services professionals, and marketing practitioners have gained their qualifications studying with BPP.

BPP is a major provider of flexible, post-secondary education focusing on employability and career progression. For over 35 years, BPP has helped hundreds of thousands of students and thousands of employers, online and in classrooms; in the UK and around the world, to achieve their goals.

In 2011 Click Travel were appointed to manage the entirety of BPP's travel requirements and during the past 4 years we have worked collaboratively across the organisation to deliver maximum value for money and to help change booking behaviours.

11%

DECREASE IN HOTEL RATES  
IN KEY LOCATIONS

22%

INCREASE IN  
POLICY COMPLIANCE

10%

ANNUAL RAIL  
SPEND SAVING

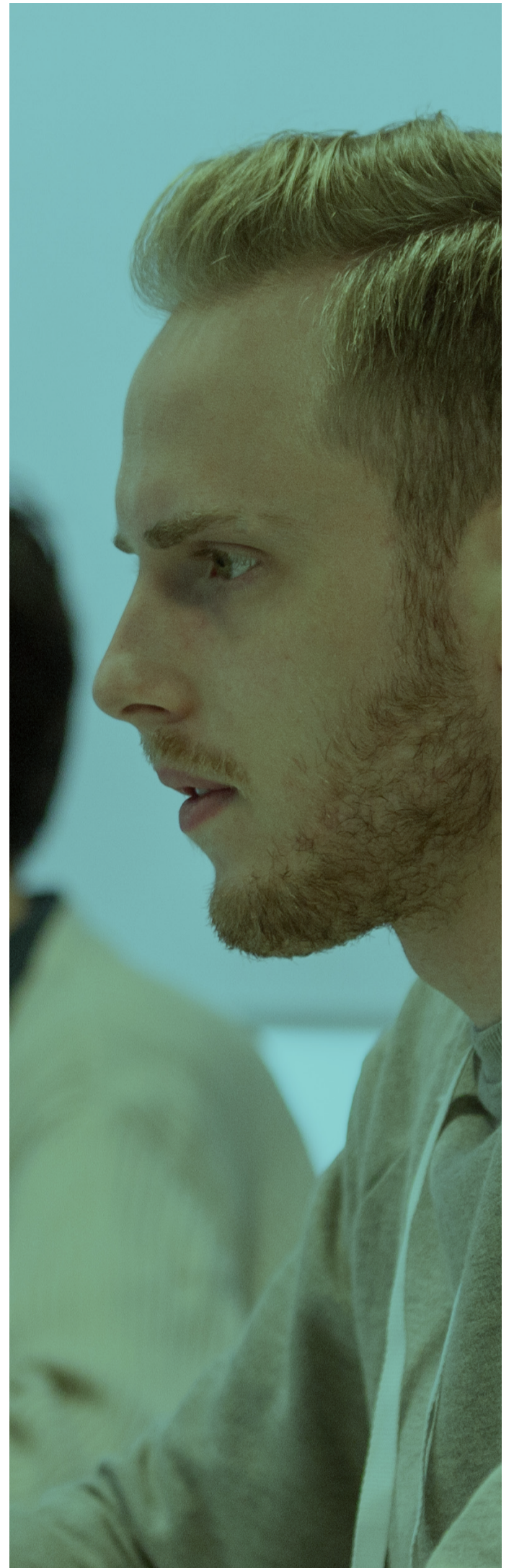
## MOVING TO MANAGED TRAVEL

Historically, BPP's people had always booked their hotel and business travels via a central team who in turn were expected to route all requirements via two preferred suppliers, one for hotels and one for travel. However, in practice, staff members actually booked their trips using a variety of different sources. There was never any operational relationship put in place between these specialist providers, so it was left to a central administration team to coordinate between the two. This resulted in a deeply fragmented and inefficient process, which was further compounded by the regularity with which staff also booked hotel and travel via other channels using their corporate credit card.

BPP had absolutely no overall visibility of spend and so it was incredibly difficult to report accurately on business travel/hotel usage as there was no practical mechanism to ensure that staff were complying with internal policies.

In 2011 BPP engaged the services of an external procurement consultant, Paul Vincent of Insight Sourcing Solutions, to review their travel management options. After a lengthy and comprehensive tender process, BPP decided to appoint Click Travel as their primary travel management service provider, with Click's outstanding record of driving online adoption and their ability to deliver best in class management information both playing a key part in the decision.

Following a successful implementation process, during which BPP's central administration team easily got to grips with Click's unique online booking tool and met their account management and reservations teams, BPP opted to continue processing all travel through their central team. This system worked well for BPP over the next few years and during this time they relaunched their travel policy and received significant cost savings, as well as gaining access to much more usable management information.



“

We have seen a marked improvement in travel value since engaging with Click. Not only do we appreciate the usability that Click's online booking tool offers to our travellers but we also benefit from Click's excellent management information and ability to benchmark our approach against other similar organisations.

”

WILLIAM ETCHELL GROUP FINANCIAL DIRECTOR



## PROCESS PROGRESS

BPP were keen to build on these initial improvements and in 2014 once again engaged Paul Vincent's help to facilitate the evaluation process. One of the key areas of consideration was whether it was time for BPP to move to a direct booking model.

After consulting with their travellers, their central team and their Click Travel account manager, the team at BPP set out to make significant changes to their internal travel structure, which would see a broader cross-section of their staff able to enjoy the benefits of working with Click directly.

In September 2014 BPP rolled out 'self-booking' to all users, as well as further revising travel policy and introducing pre-trip approvals. These changes not only put the booking process back into the hands of the travellers themselves, they also promoted policy compliance by requiring travellers to appropriately seek approval before travelling on business, thus nipping any potentially out of policy bookings in the bud.

Maggie Parker, Head of Customer Service & Facilities at BPP University, said "The initial prime focus of rolling out Click Travel to self bookers was to enable redeployment of the existing travel bookers throughout the business and make savings on salary costs, however we are delighted that not only have we achieved this but made significant cost reductions by allowing travellers to take responsibility to book their own travel, and implementing pre-trip approval at the same time to control any high level of spend. It's just been the perfect solution, and despite being a massive change in behaviour we have also reduced leakage outside of Click Travel too."



## INSTANT RESULTS

This new approach to travel management has enabled an even closer working relationship between Click Travel and BPP and overall travel policy compliance has already increased by 22% since September 2014, in particular regarding the use of rail. Proportionately, rail is the largest element of BPP's travel spend, so it was crucial that compliance was boosted in such a significant area. Within just a few months, policy compliance for rail bookings increased by 25%, equating to significant overall year on year savings of 15%. Hotel booking compliance also rose by 11%, whilst average hotel rates in key locations dropped by up to 11%, providing savings from multiple sources for BPP.

The account management activity, led by Justin Bullock, is focussed on continual improvement, and quarterly performance reviews are held with Maggie Parker and BPP's group finance director William Etchell. During the last meeting William commented "We have seen a marked improvement in travel value since engaging with Click. Not only do we appreciate the usability that Click's Travel Cloud system offers to our travellers but we also benefit from Click's excellent management information and ability to benchmark our approach against other similar organisations".



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