



**BUREAU  
VERITAS**

Bureau Veritas  
Client since: 2012

## COMPANY TYPE

World leading  
professional services  
company with 1,400  
UK travellers

## PAIN POINTS

Users finding  
cheaper rates  
and a low hotel  
compliance



We worked with Click to  
implement a sensible hotel policy,  
backed up by negotiated rate  
in key locations, with access to  
superb content everywhere.

LOUISA UREN PROCUREMENT TEAM LEADER



## THE COMPANY

Created in 1828, Bureau Veritas is a global leader in testing, inspection and certification, helping clients meet the growing challenges of quality, safety, environmental protection and social responsibility.

## TAKING CONTROL OF BUREAU VERITAS' POLICY

Prior to engaging Click Travel, Bureau Veritas was often challenged by travellers who had found better travel and accommodation rates than their current travel management company (TMC) could provide. Click Travel partnered with Bureau Veritas to help improve hotel spend, achieving a policy compliance rate of close to 90% and a significant increase in online adoption rates to 93%.

93%

ONLINE  
ADOPTION

23%

REDUCTION ON AVERAGE  
AIR RATES

5%

REDUCTION ON AVERAGE  
RAIL RATES

“We worked with Click to implement a sensible hotel policy, backed up by negotiated rates in key locations, with access to superb content everywhere.” explains Louisa Uren, procurement team leader.

Since contract engagement back in 2012, Bureau Veritas has achieved rates that are significantly lower than the industry average, both in and outside London.

In fact, the organisation has achieved the top position in Click Travel’s hotel index outside of London, bucking the trend of rising hotel prices. Click approaches hotel programmes differently to most TMCs, moving away from complete reliance on negotiated rates in key locations and instead encouraging clients to use this rate as a ‘ceiling’, using Click’s technology to look across the market at what is available.

For Bureau Veritas, presenting hotels in an unbiased fashion was an important part of the service, as they felt it was vital to access rates that support their travel policy, regardless of where they travel to.

Tracy Beer, Click Travel senior account manager, explains; “Our online booking tool accesses rates from over 650,000 hotels across the world including Booking.com and Laterooms.com, enabling clients to easily compare options from a huge range of inventory. For clients this means greater choice and ultimately increased savings.”

## DELIVERING UNBIASED AND DIVERSE RATES

Bureau Veritas felt that it was important for their travellers to make informed choices, supported by their hotel policy; Click presents hotel choices without any preferred suppliers taking top billing, instead recommending rates based on client policy alone.

“Click’s booking tool enables our travellers to easily identify in-policy options every time through its easy traffic light system,” explains Louisa.

“The tool’s integrated policy controls means that we can control policy compliance through a range of methods. For our hotel programme we decided to use rate caps by city, with out-of-policy hotels identified on screen, and notifications and reason details sent to line management for out of policy reservations.



“

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This puts us in total control of booking in policy, without lengthy or restrictive processes.” And it works. This approach has increased policy compliance to nearly 90%.

## ACHIEVING SAVINGS THROUGH CLICK’S HOTEL RATE INDEX

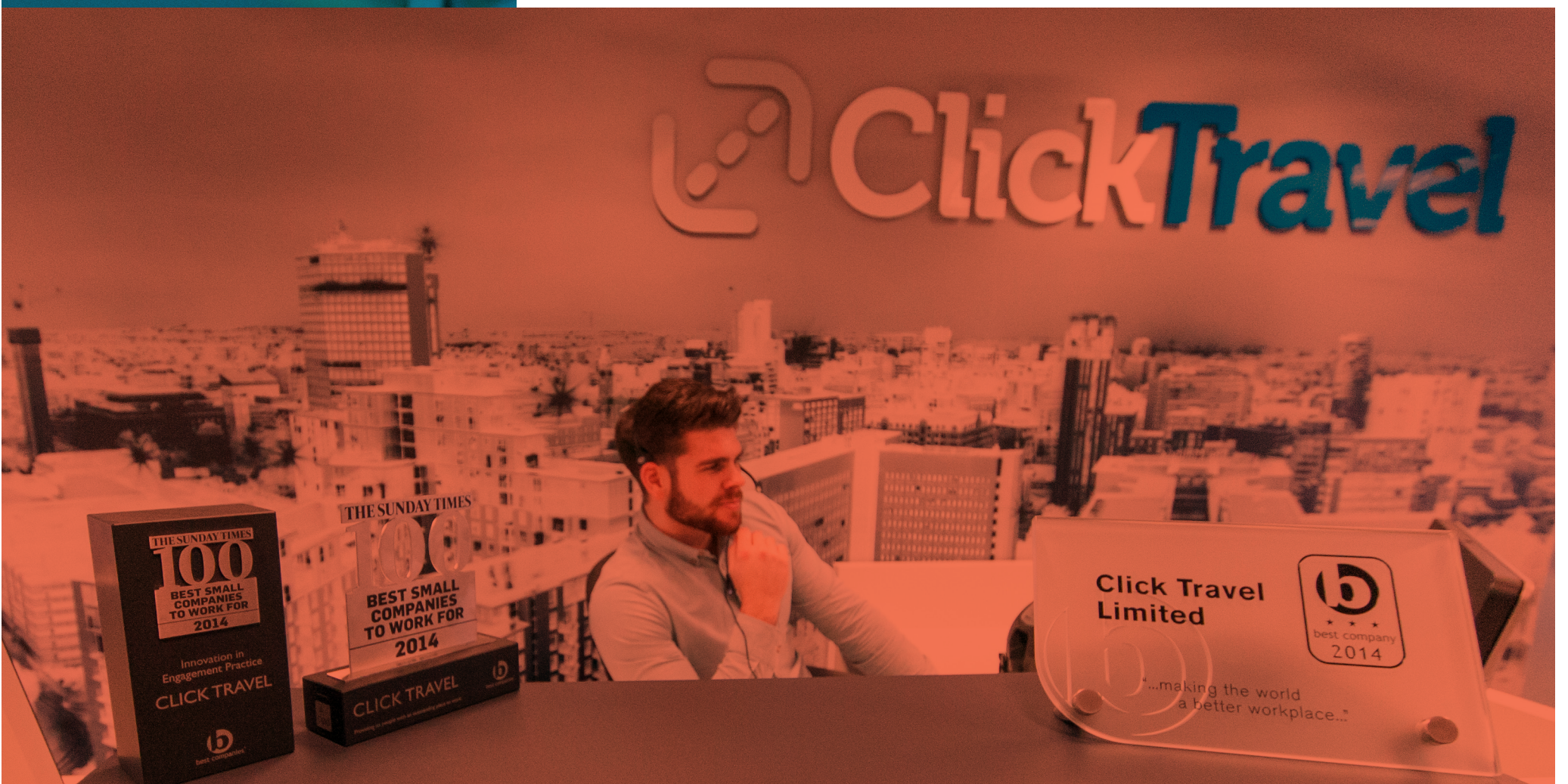
Click has supported Bureau Veritas’ commitment to continuous improvement and understands that a countrywide, ‘one size fits all’ approach will not deliver targeted savings.

“Having a hotel rate index enabling us to easily compare our performance against other Click clients has been a real eye opener for us” explains Steve Thomas, UK financial controller for Bureau Veritas.

“It shows us what can be achieved and, by sharing best practice, it has enabled us to improve. It’s also been great to share internally with key stakeholders to easily demonstrate our performance.”

In fact, the hotel rate index is a great tool to inform meetings between Bureau Veritas and Click, sharing average hotel rates across their key locations.

“Comparing this to our average rates enables us to drill down on the areas where we can work harder to get a better rates.” says Louisa. “Understanding that each location is different and applying a tailored approach to each location has been key for us,” adds Steve. Indeed, thanks to the hotel rate index and Click Travel’s attentive account management, Bureau Veritas has seen a 0% increase in hotel rates in the last three years, an extraordinary result, particularly given a typical increase of 12% across the industry.





## DELIVERING SAVINGS AND PROGRAMME SUPPORT

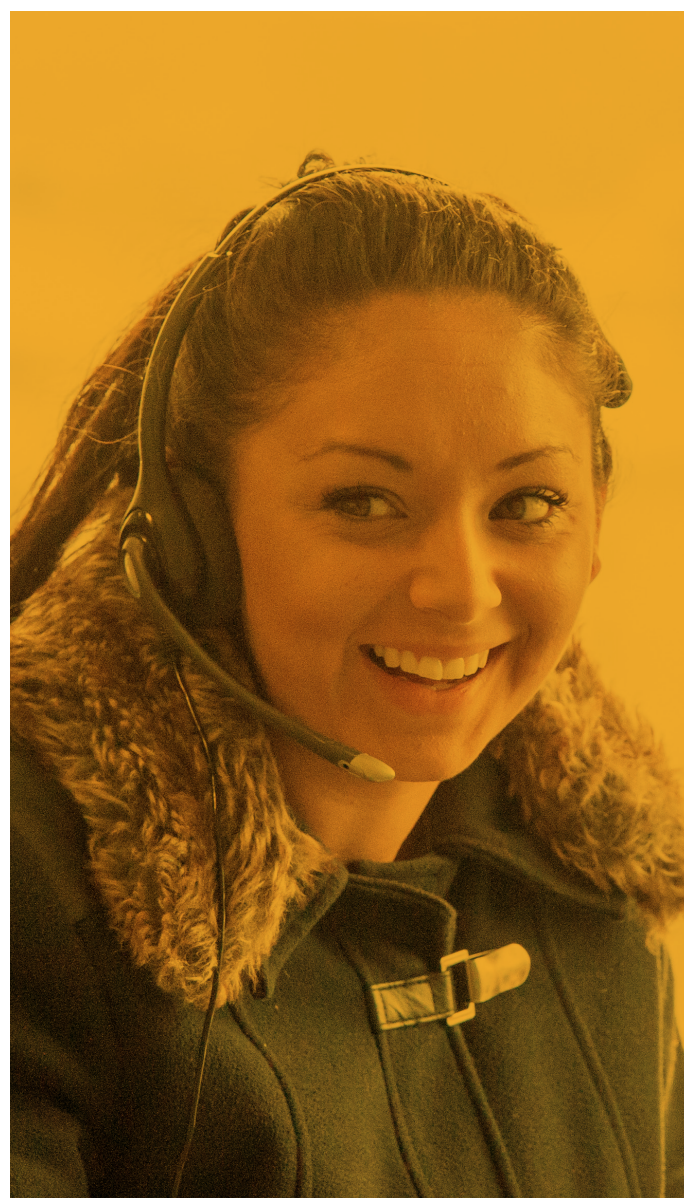
Success starts with a fantastic working partnership between Bureau Veritas and Click Travel, as Louisa explains; “It’s no surprise to me that Click wins awards for its account management - it’s world class.”

Throughout the past five years Click’s account manager, Tracy Beer, has forged a great relationship with Bureau Veritas, operating as an extension of their team.

“Tracy always brings us fresh insights into how we can save money. She really challenges us to think differently and get more out of our programme. It’s a true partnership approach.” says Louisa.

It’s that partnership that has given Bureau Veritas such impressive results.

“The team at Bureau Veritas are fantastic. Over the years, through our strong relationship, we have been able to deliver savings to the business.” says Tracy, account manager at Click Travel. “I love working with Bureau Veritas and look forward to supporting them long into the future.”



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STEVE THOMAS FINANCIAL CONTROLLER

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