



Exova

Client since: 2009

## COMPANY TYPE

Exova is a worldwide testing, calibrating and advisory services group, based in Edinburgh.

## PAIN POINTS

Insufficient online content & inconsistent service levels.



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KIRSTY MCCORD TRAVEL MANAGER

## THE COMPANY

Exova is one of the world's leading laboratory-based testing groups which tests and advises companies around the world on the safety, quality and performance of their products, systems and operations. It provides this service to clients across 11 key industry verticals, including aerospace and transportation.

## WHY CLICK TRAVEL

Exova appointed Click Travel in 2009 as it was looking for better service for its offline bookings and richer content from an online booking tool.

98%

ONLINE  
ADOPTION

11%

REDUCTION IN  
AVERAGE AIR FARES

13%

REDUCTION IN  
AVERAGE HOTEL RATES



## THE CHALLENGE

Prior to Click Travel's appointment, Exova's travel was dealt with by a traditional travel management company (TMC). Exova felt that it was time for a change; the organisation was striving for a more consistent, friendly service for their offline bookings and for an online booking tool that would pull in a much wider range of content.

Exova staff book travel via a team of internal travel bookers based in their HQ in Edinburgh; this team would handle r all travel arrangements for employees based in the UK and in continental Europe. Over half of Exova's travel spend (56%) goes on air, the bulk of which is international and mainly to the UAE and the USA, while 36% is accounted for by domestic hotels – largely in Edinburgh and Birmingham/Walsall – with the remaining on rail (6%) and ancillary services (2%).

## THE ANSWER

Click Travel was appointed by Exova in 2009 and the benefits were noticed immediately. With a dedicated reservations team, Click Travel's agents soon built a great relationship with Exova, quickly getting up to speed with the organisation's specific need to drive greater efficiencies.







“The reservations team are fantastic,” says Kirsty McCord, Travel Manager. “They are so helpful every time I have a quick query or a complex flight to book. We work so well together that I consider them my colleagues.”

The immediate implementation of Click Travel’s online booking tool also generated significant benefits for Exova. The company was impressed with the rich content available from diverse consumer websites, including Premier Inn, Booking.com and Late Rooms.

“This was something that struck us straight away, as not only did Click have an online tool and a dedicated reservations team, their system connected to suppliers such as Premier Inn, which was great for us as we could not book this online with our incumbent. Click also offered traveller tracking features, which is a great help when it comes to duty of care, as we are able to identify where our travellers are should there be any incidents,” explains Kirsty.

“In addition to this, Click Travel sends out travel alerts via email and text messages, keeping us up to date on the latest travel such as air traffic strikes. Not only do we receive an alert, but we are also advised of any issue on the review page of our booking - it’s a very useful service.”

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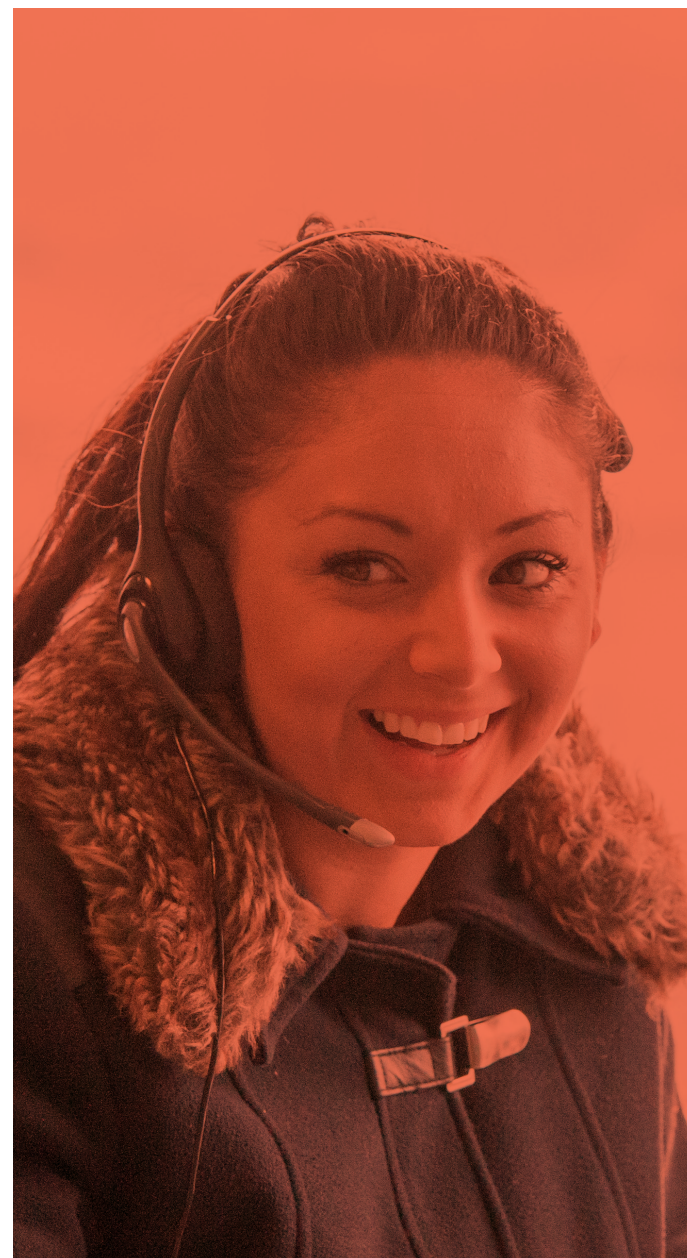
KIRSTY MCCORD TRAVEL MANAGER



## DRAMATIC RESULTS

Year on year data shows that Exova have achieved an 11% reduction in average air fares in their first 4 years. This was secured as a result of two successful strategies, namely improving average booking time, from an average of five days advance booking to an impressive 18 days over the period, and by better purchasing of air on complex itineraries. For example, 2015 average rates saw a £7 reduction per booking on 2014.

Online adoption figures haven't stood still either. By 2014 adoption had reached 97% and by the end of 2015 it had improved further to 98%. With impressive results and consistent improvements, all built on a great relationship with their account manager and reservations agents, Exova's travel management looks set to remain in a strong position with Click Travel.



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