



Click has delivered on all the goals we set them. We've gained visibility of spend through MI and have been able to make better buying decisions.

LINDSEY ASHLEY SENIOR CATEGORY MANAGER



Arqiva

Client since: 2012

COMPANY TYPE

A leading communications infrastructure and media services company

PAIN POINTS

Low levels of online adoption, low quality of MI, reactive account management, out-of-policy bookings

THE COMPANY

Arqiva provides much of the infrastructure behind television, radio, satellite and wireless communications in the UK. Major broadcasters, such as the BBC, ITV and BSkyB, as well as independent radio groups, depend on Arqiva to keep them connected to their customers. The company also provides connectivity for leading UK mobile network operators. They distribute content and data to homes across the length and breadth of the UK and also have a presence in Ireland, mainland Europe, USA and further afield.

WHY CLICK TRAVEL

Arqiva appointed Click Travel in 2012 in order to gain greater visibility of spend through improved management information (MI) and to provide staff with an easy to use online booking tool.

23%

REDUCTION IN AVERAGE
AIR RATES

12%

ANNUALISED SAVINGS
IDENTIFIED

7%

REDUCTION IN
HOTEL RATES Y.O.Y

THE CHALLENGE

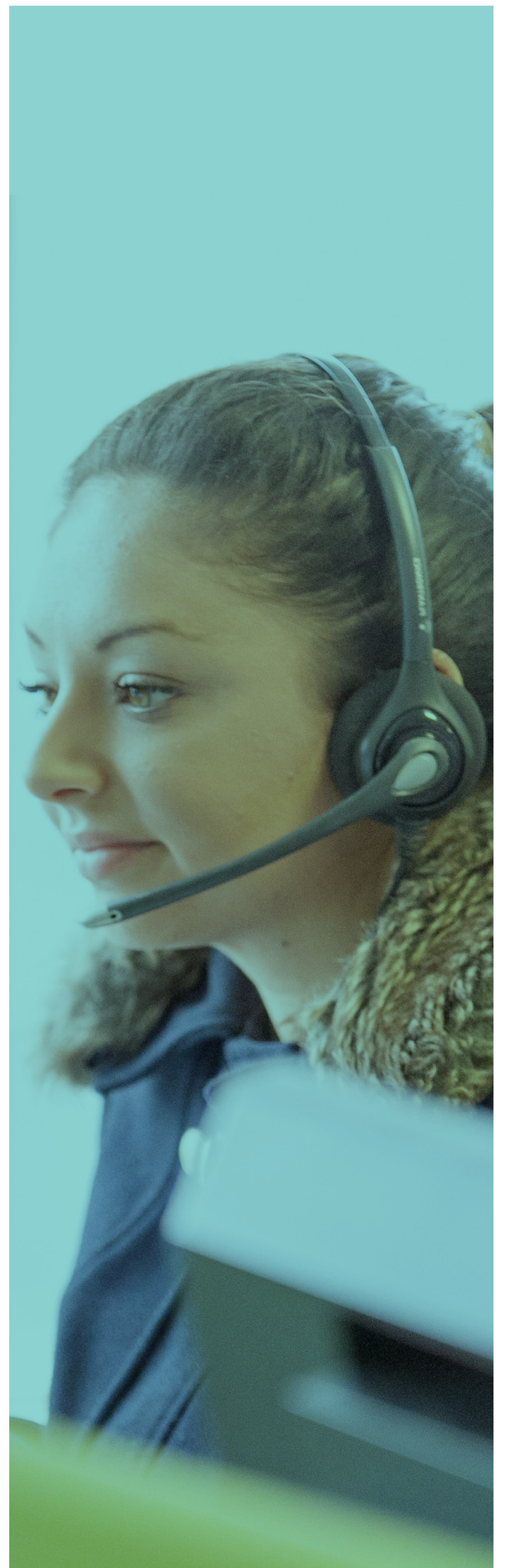
Arqiva had multiple challenges that it wished to address: low levels of online travel booking, poor quality management information, and reactive account management. Moreover, they wanted to provide their workforce with a practical and user-friendly way of managing their own travel and accommodation arrangements. “Many of our engineers are highly mobile. We want to make it simple for them to book quickly and efficiently, and easy for us as a company to manage our costs,” explains Lindsey Ashley, Senior Category Manager in the Procurement team at Arqiva.

THE TURNAROUND

Click Travel’s appointment in 2012 kick-started a new era of managed travel for Arqiva’s £2.8m annual spend. The organisation quickly implemented Click’s self booking tool and online adoption has since increased year on year. Today, adoption figures stand at an impressive 96%, a figure that reflects just how easy Click’s online booking tool is to use.

“The system makes it quick and easy for Arqiva employees to manage their own travel now,” says Lindsey.

The traffic light system (preferred suppliers are shown in green, non-preferred in amber, and those who are out of policy in red) that is built into Click’s booking tool now guides Arqiva’s team to make the right booking choices, and as a result policy compliance has greatly improved.



“ Air policy compliance has been increasing every year since appointing Click. We are seeing average rates coming down by about 15% on most flight bookings now. ”

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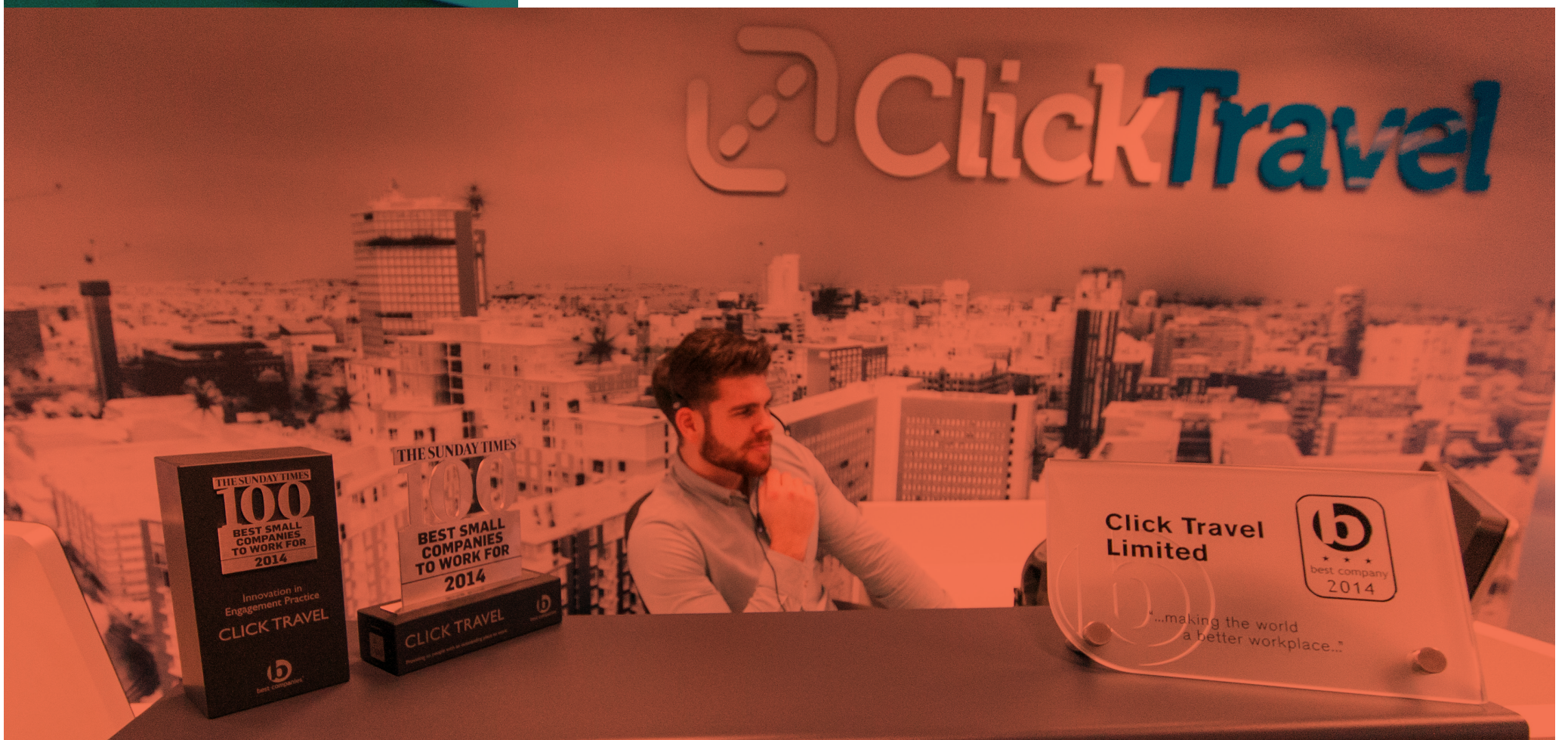
Arqiva reinforces this stance with a strict pre-approval process for all air bookings, as these are generally higher in cost.

As a result, policy compliance has improved dramatically. “Air policy compliance has been increasing every year since appointing Click,” says Lindsey. “We are seeing average rates coming down on most flight bookings now by about 15%.”

The third area of focus was to move from a reactive style of account management to a more proactive one. The MI that Arqiva receives from Click enables them to clearly identify the biggest savings opportunities, meaning that they can now negotiate rates with preferred suppliers based on accurate usage data.

“Click Travel’s reports are easy to use and the level of detail allows us to actively manage our spend,” says Lindsey.

Click Travel has helped Arqiva to introduce caps in order to drive savings and push preferred suppliers, amend air policy and approvals, and also help steer travellers towards making the right bookings in their online booking tool.



One particular area of success for Arqiva has been their new hotel RFP process, during which Click Travel negotiated the same hotel rates for Arqiva's key locations for the third year running. This included fixing a rate for the 3,500 rooms required each year near Arqiva's HQ in Winchester.

"That volume represents 60% of Arqiva's annual number of hotel nights, so not having to absorb a 3% rate rise is a great saving," says Senior Account Manager Justin Bullock.

This positive style of account management has been the driving force behind many of the improvements that Arqiva have seen since they began working with Click. During the last two years Arqiva has witnessed an overall reduction in travel and accommodation rates of 11%.



During the last two years Arqiva has witnessed an overall reduction in rates of 11%. Most recent guidance on policy improvements has highlighted potential savings of 12% of our annual spend.

Start your journey with us today

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