



East Riding of
Yorkshire Council
Client since: 2014

COMPANY TYPE

Local Council for
the East Riding of
Yorkshire, with over
10,000 employees

BENEFITS

Easy to use system
and a simple
invoicing process



Switching to use Click's online booking tool was so easy that our customers didn't experience any disruption in service. Not paying online booking or ticket on departure fees will result in significant savings for us.



SENIOR SUPPORT SERVICES OFFICER

THE COMPANY

East Riding of Yorkshire Council is a unitary authority, having the powers of a non-metropolitan county and district council combined. It provides a full range of local government services and employs over 13,800 staff.

REASON FOR CHANGE

As East Riding of Yorkshire Council's (ERYC) existing contract was coming to an end, the council began to explore the options that would be available to them on the public sector framework. After the procurement process was completed the contract was awarded to Click Travel, as it was felt that Click provided good value for money and a high quality service. The team at ERYC stand by their decision, saying, "We have not been disappointed. The Click team have been helpful and supportive and the system is easy to use, with the simple invoicing process being particularly beneficial."

99.6%

POLICY
COMPLIANCE

99.9%

ONLINE
ADOPTION

0.004%

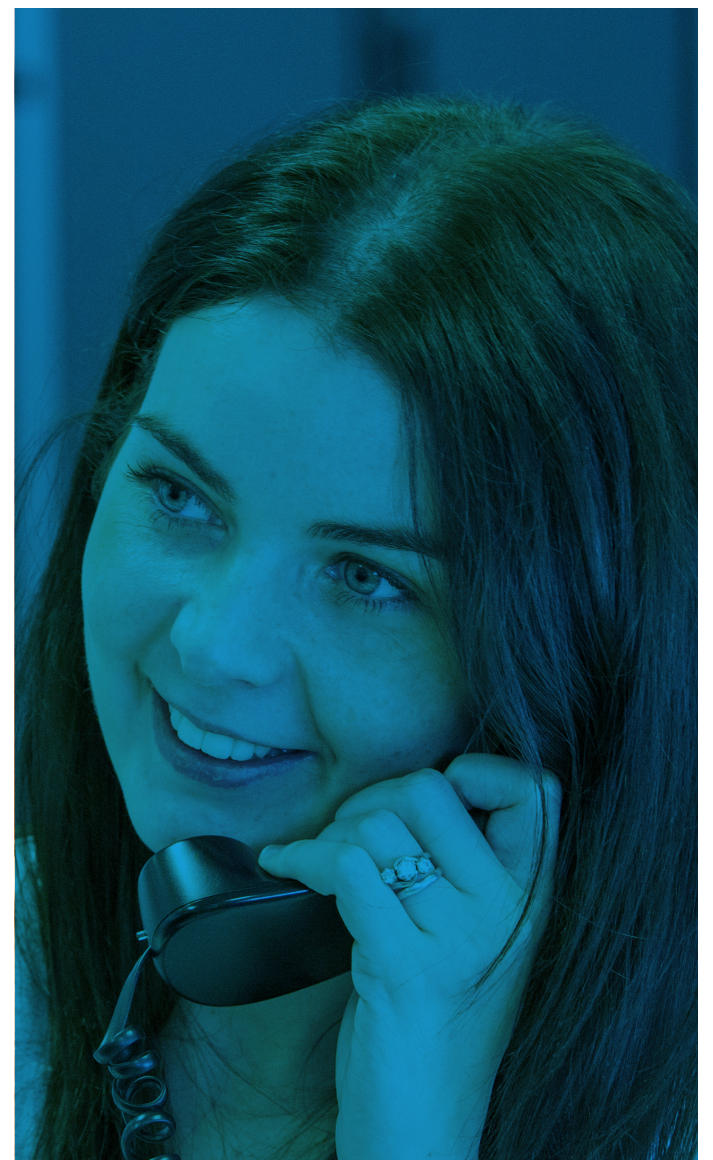
FEES AGAINST
SPEND

IMPLEMENTATION PROCESS

Disruption to service is always a concern for any organisation switching to a new system, but ERYC had no need to worry; the process was smooth and hassle free. “We had all the help we needed from the team at Click and the new system was so easy to use that our staff picked it up very quickly; as a result our customers didn’t experience any disruption at all.”

WORKING TOGETHER

A positive relationship between the supplier and the client is vital in any situation, and none more so than in the world of business travel. ERYC have enjoyed a mutually beneficial relationship with Click Travel’s award-winning account management team, saying, “We have a very good working relationship with our account management team at Click. They are there when we need help and are keen to work with us to ensure that we maximise the benefits available with this system.”



When it came to making a final decision, there was no question Click Travel would be our top choice. From the simplicity of their online booking tool and efficient invoicing to the people we met, we knew Click would be a great fit for ERYC.



SENIOR SUPPORT SERVICES OFFICER

Start your journey with us today

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clicktravel.com

