



We are delighted with the service we receive from Click Travel. In a short space of time we've made significant savings on both travel and fees; savings which can now be invested into our vital charity work.



NIKKI HUNTER HEAD OF PROPERTY & PROCUREMENT

Scope

About disability

Scope
Client since: 2015

COMPANY TYPE

Scope provides support, information and advice to more than a quarter of a million disabled people and their families across the country.

PAIN POINTS

High fees, Usability of online portal.

THE COMPANY

Scope is a disability charity working with disabled people and their families in England and Wales. It runs support services such as schools, a college, residential care, training, short breaks and runs a helpline providing information and advice on disability. Scope also campaigns for the full inclusion and equal participation of disabled people in society.

TIME FOR CHANGE

Dealing with disgruntled, dissatisfied travellers will be a task that's familiar to most procurement departments and it's a challenge that Nikki Hunter, Head of Property & Procurement at Scope, found herself facing a year ago.



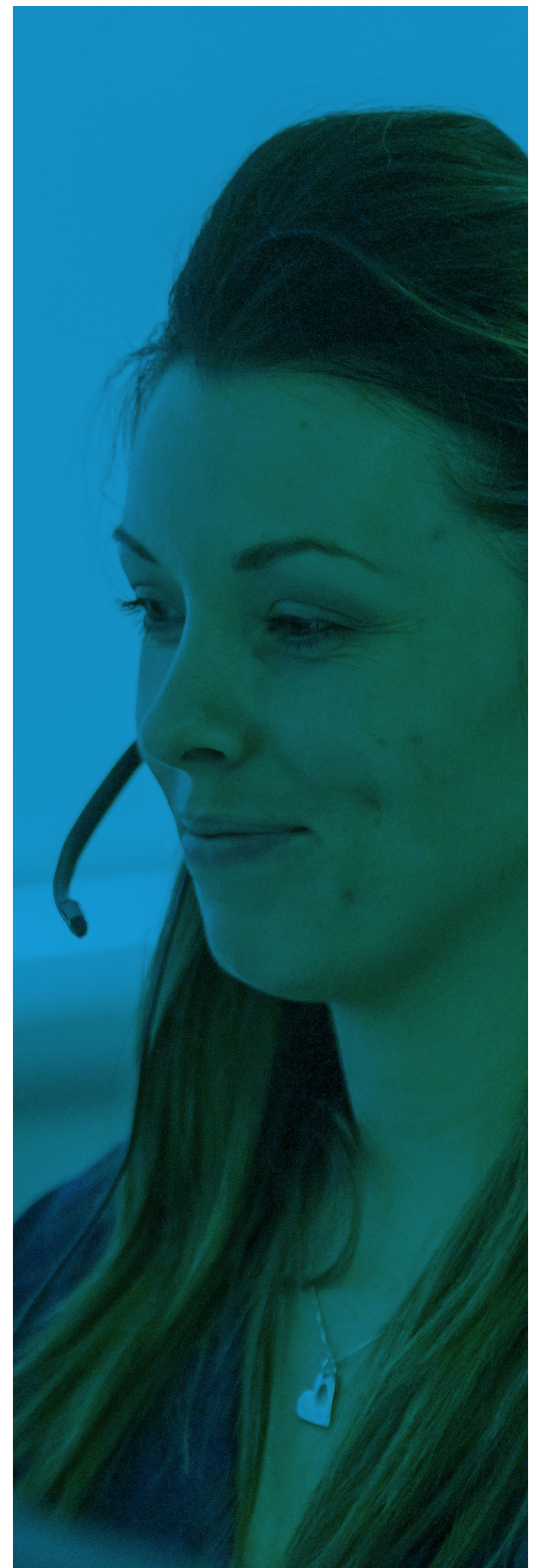
At this time, Scope used the services of another travel management company (TMC) but were becoming increasingly unhappy with the level of service that they received. “Travellers found our previous TMC’s online portal quite difficult to use. As a result, they often used their own booking methods, which makes it much more difficult to keep track of our business travel and also to enforce our travel policy,” Nikki explains. “The fees were also particularly high and we just didn’t feel that we were getting a high level of value from the service.”

A NEW APPROACH

Click Travel’s Implementation Team were keen to ensure that all travellers at Scope had a smooth introduction to Click’s online booking tool, as finding an online portal difficult to use was one of Scope’s key dissatisfactions with their previous TMC.

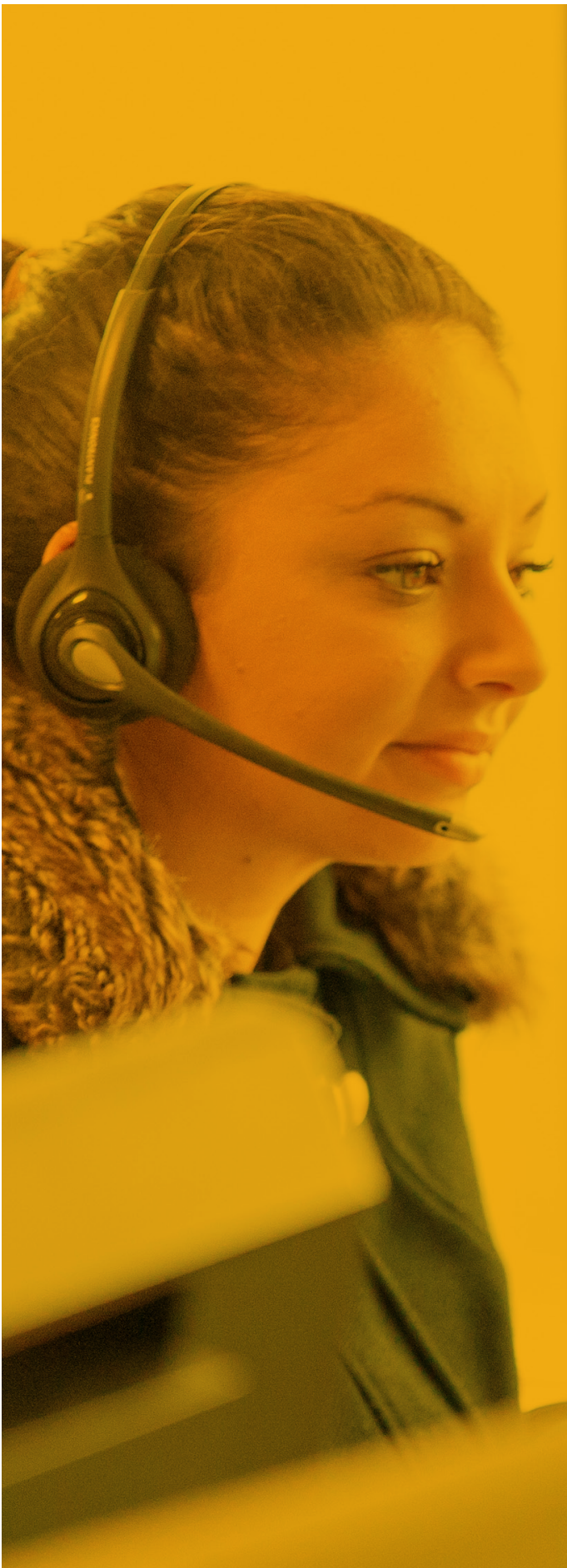
Scope’s experience of using Click’s online booking tool could not have been more different to their previous online portal, with many users finding the online booking tool easy to use without the need for training. The fact that Scope reached an online adoption rate of 99% after just 6 months of working with Click is further testament to usability of Click’s online booking tool. Feedback from Scope’s bookers was incredibly positive, as Iwona Pieczykolan, Procurement Administrator, explains “The implementation process was excellent. Click Travel was very helpful during the transition process. They also organised well-structured and easy to follow trainings for internal users.”

The increased access to management information that has been made available to Scope since they started working with Click Travel has proven to be useful across the organisation, enabling Scope to not only regain insight into and control of their travel spend, but also the ability to be able to see where Scope’s business travel data sits in comparison with other charities or wider public sector organisations.



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IWONA PIECZYKOLAN PROCUREMENT ADMINISTRATOR



The new management information is also being used internally to create departmental league tables in order to encourage better booking behaviour and, in return, reduce travel spend.

The team at Scope also have a great relationship with Click's Account Management team, finding that they are always on hand to deal with both day-to-day enquiries and more in-depth contract or travel spend queries. Conversations and meetings with the Account Managers have proven useful, with information shared in Scope's first review meeting then being used in a presentation to the Scope board, highlighting potential areas for savings.

Head of Property & Procurement at Scope, Nikki Hunter is enthusiastic about her experience of working with Click Travel so far; "We are delighted with the service we receive from Click Travel. In a short space of time we've made significant savings on both travel and fees which can be invested into our vital charity work. Our Account Manager is brilliant, very helpful and reliable."



BIG WINS AND FUTURE POSSIBILITIES

Scope's online adoption now stands at 99% and policy compliance at 69% after just 6 months of working with Click. However, the outstanding results don't stop there; Scope have also seen an £40k annualised saving on average hotel rates and a 90% fall in off-contract bookings. They have also saved an impressive £48k on annualised fees.

Keen to further develop their relationship with Click and to continue to great work that has been started, Scope are now aiming to further reduce their average room rate and encourage advance booking amongst travellers.



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