



We are delighted that the outcomes we were hoping for have been achieved so quickly and with such ease.



Chris Day SENIOR SUPPLIER MANAGER



RNIB

Client since: 2013

COMPANY TYPE

Charity
supporting
people with sight
loss

PAIN POINTS

Needed
accessibility for
employees with
sight difficulties

THE COMPANY

Royal National Institute of Blind People (RNIB) is the charity and membership body for blind people and those with sight problems. Founded in 1868 and receiving a Royal Charter in 1953, it provides practical and emotional support to people in the UK affected by sight problems (of which there are 1.87million).

THE PROBLEM

In 2013 RNIB decided to conduct a procurement exercise to appoint a new travel management company (TMC). Chris Day, Senior Supplier Manager for RNIB explains; “We were very keen to take advantage of online booking and needed to appoint a supplier that not only had a great booking tool but would also work with us to adapt the tool to meet the accessibility requirements of our employees with sight difficulties”.

98%

ONLINE
ADOPTION

80%

REDUCTION IN
BOOKING FEES

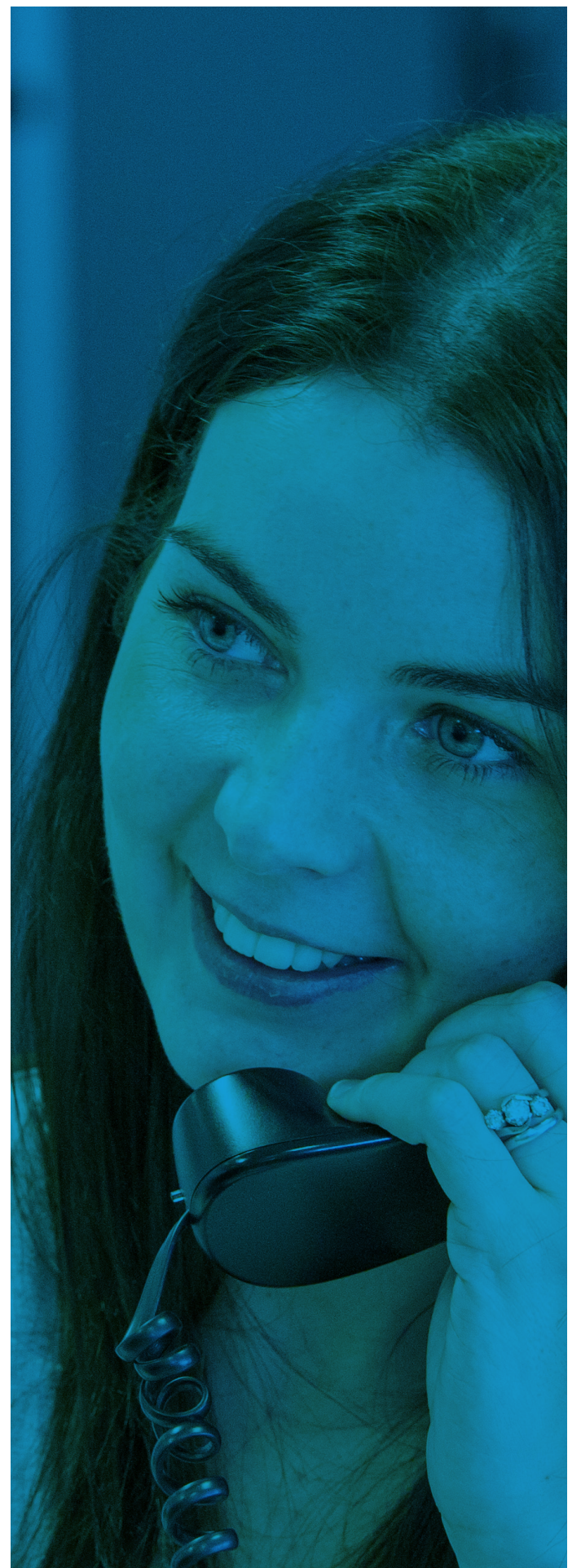
“Our existing supplier’s online tool did not offer the accessibility and ease of use that we needed and as a result too many of our bookings were being made offline. This in turn reduced efficiency and lead to expensive offline fees.” Chris explains; “Our supplier wasn’t able to make the necessary changes for accessibility to support us booking hotels and air online. We had very high online adoption for rail bookings and we knew that with the right TMC we could roll that out to other travel types.”

THE SOLUTION

Having conducted an extensive procurement exercise, Click Travel was the clear winner. “We were impressed by the professionalism of the whole team and their willingness to support our particular accessibility requirements” Chris explains. “Click Travel’s online booking tool is very easy to use and their willingness to collaborate with us and our partially sighted employees to enhance the online booking tool so that it worked for all our staff made them the clear winner.”

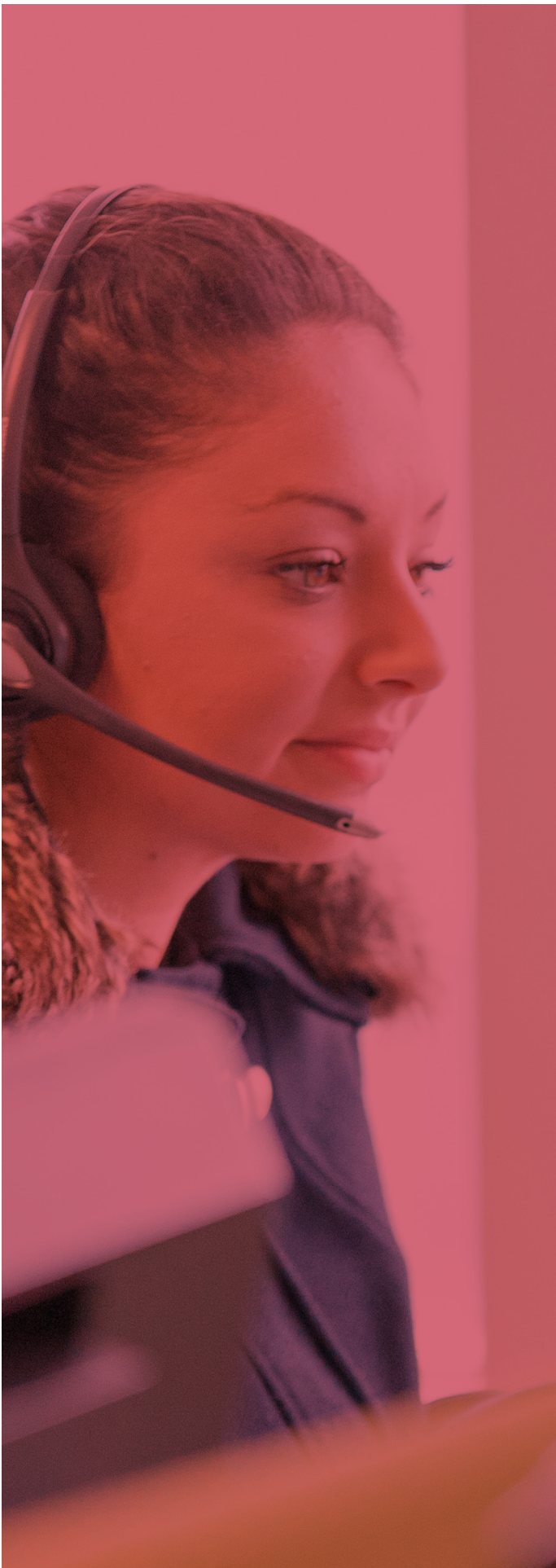
“We were convinced that we could achieve a much higher online adoption as a result of moving to Click Travel, and their highly competitive online offering meant that we could save 80% on our booking fees”.

As soon as Click Travel was appointed they engaged one of their Senior Business Analysts to work alongside the implementation project team and ensure the accessibility adaptations were made on time and in full collaboration with the team at RNIB.



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CHRIS DAY SENIOR SUPPLIER MANAGER



Mary Joyce, Implementation Manager at Click Travel explains; “This was an unusual implementation, requiring engagement with our Software Engineering Team to support the requirements of RNIB users with the tool. The fact that all our software engineers are employed by us and work in the same office makes this kind of team work very easy.”

Matthew Steer, Senior Business Analyst, worked on the project and added; “We enjoy working with all users to enhance our tool. When it comes to partially sighted users I don’t understand why more online tools aren’t developed with accessibility for partially sighted people in mind. Nearly always, modifications for partially sighted people enhance the product for everyone. It just makes it easier to use, something which is a top priority for us at Click Travel.”

Margaret Willmott, procurement specialist at RNIB, worked alongside the implementation team at Click Travel during the project. “All the required modifications were made on time and the Software Engineering team worked brilliantly with our stakeholders to deliver the implementation in accordance with our requirements” Margaret explains. “We were so confident with the ease of the booking tool and advice that the implementation team gave us that we skipped the pilot phase and rolled the tool out to all 1900 employees at once. We never would have done that unless we had been 100% confident in the tool and the team at Click Travel.”

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MARGARET WILLMOTT PROCUREMENT SPECIALIST

THE BENEFITS

The benefits of using Click Travel were immediate. “In the period since launch, 98% of bookings have been made on line and 95% of bookings have been made within our travel policy. The offline travel team has supported our employees that have questions or a need for passenger assistance,” Chris explains. “These results are outstanding and totally support our decision to appoint Click Travel. We are delighted that the outcomes we were hoping for have been achieved so quickly and with such ease.”

Achieving maximum cost savings is a priority for a charitable body such as RNIB. “We are looking forward to using Click Travel’s anonymous benchmarking tools to benchmark our performance on hotel and rail spend” says Margaret Willmott.

“This will give us a real insight into how we are performing and where we can do better.” Tracy Beer, RNIB’s account manager at Click Travel explains; “With 98% online adoption and 95% policy compliance, RNIB are achieving great results already. However, we are always looking to do more for our customers and by plugging RNIB’s data into our benchmarking indexes we can see where RNIB can tweak their policies to get even more for their money, something which we commit to do for all our customers every day”.

Chris Day sums up his experience so far, “The team at Click Travel have helped us achieve our goals and we are looking forward to continuing our partnership into the future.”



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