



Click's commitment to really understanding our people and our specific requirements impressed the key stakeholders in the decision making process.



GUY EUMAN HEAD OF VENUES

# QA

QA

Client since: 2016

## COMPANY TYPE

UK's leading IT training provider with over 6,000 clients.

## PAIN POINTS

Unconsolidated travel strategy.  
Fees too high.  
Reactive account management.

## THE COMPANY

QA is the UK's leading IT training provider, with over 6,000 clients, 1,500 courses and 300 learning professionals in 22 locations nationwide.

The Slough based organisation has been offering world class training, organising apprenticeships, providing access to higher education and offering consultancy service to clients across various sectors for over 30 years.

## REASON FOR CHANGE

Prior to joining Click Travel, QA had a fragmented travel process. Hotel and rail services were provided by one supplier, whilst air was provided by another, each with their own systems and processes. The TMC providing hotel and rail was not as proactive as QA would have liked, and whilst the team at the air TMC were a good cultural fit, the fees were too high.

93%

POLICY COMPLIANCE

£120k

RECOMMENDED SAVINGS

96%

ONLINE ADOPTION

So, the QA team were keen to consolidate their travel under one universal supplier that provided a better cultural fit, more collaborative account management and keener prices.

## WHY CLICK TRAVEL

When it comes to an area that affects so many staff, selecting a new travel management supplier can be a drawn out process for any procurement team. Time is taken to draw up a shortlist, analyse the various options, see presentations and meet with potential suppliers before a final decision is made. Inevitably the choice boils down to a few key factors, and when it came to choosing Click Travel for QA those were customer service levels, value for money and a real effort to understand QA's specific needs.

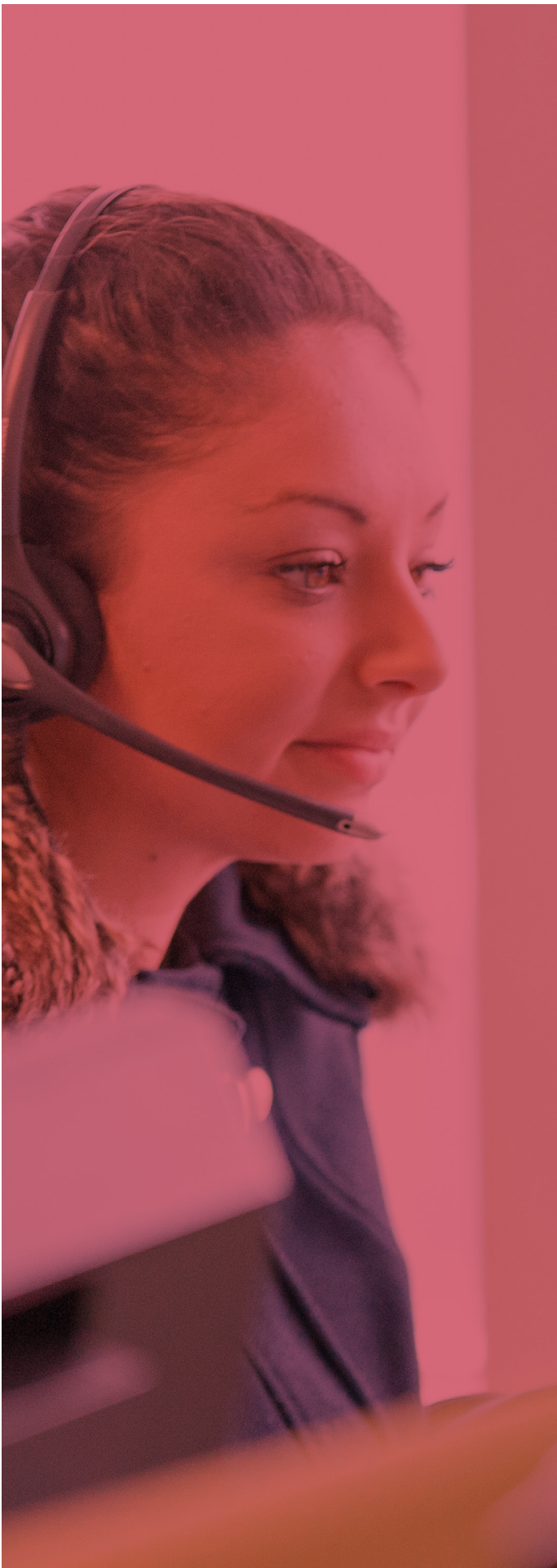
"We were very considered in our search for a new TMC as we wanted to be certain that we had selected the very best option. During the process, Click Travel liaised with our Group Finance Director, Travel Procurement Manager and QA's Travel Team. This commitment to really understanding our people and our specific requirements impressed the key stakeholders in the decision making process. "Click Travel galvanised our thinking process on how to work with a better supplier, which boiled down to two key things: competitive rates and higher levels of service. By putting forward an excellent proposal Click made the ultimate decision a very easy one." Guy Euman, Head of Venues.



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## IMPLEMENTATION PROCESS

After working with their previous suppliers for a long time, it was crucial that the implementation process ran smoothly and the disruption was kept to a minimum for QA's staff. Thankfully, Click Travel were there at every step of the transition, making sure everybody was up to speed with using the online booking tool and familiar with their offline options in good time. The involvement of senior Click staff, such as Vicki Williams, Director of Customer Solutions, and Head of Implementation, Mary Joyce, brought expertise and experience to the process, ensuring QA's requirements were met and surpassed throughout.

Guy was impressed with the implementation process, saying, "The transition was well managed and well communicated throughout, which was something we were very pleased to see from Click."

## ACCOUNT MANAGEMENT

Crucial to the successful partnership between Click Travel and QA has been the positive relationship with their dedicated account manager, Baljinder Love. Guy commented on the relationship saying, "We really value Baljinder, she's there when we need her and is highly responsive. In our last review meeting, Bal presented opportunities to save £120k, some of which we felt we could implement easily with a combination of policy and behavioural change. It's these clear quick wins that really make a difference; actionable plans that save us money are exactly what we want. In addition, Bal is friendly and highly responsive at all times, which make a real, positive difference."

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## OFFLINE TEAM

The other key contacts who interact with the team at QA are Click Travel's reservations team; these are the travel experts who provide 24/7 support and guidance over the phone or online for those tricky bookings or changes that require business travel expertise. QA have found their 'res' team at Click to be attentive and very helpful, with the speed and accuracy of their service being of particular note.

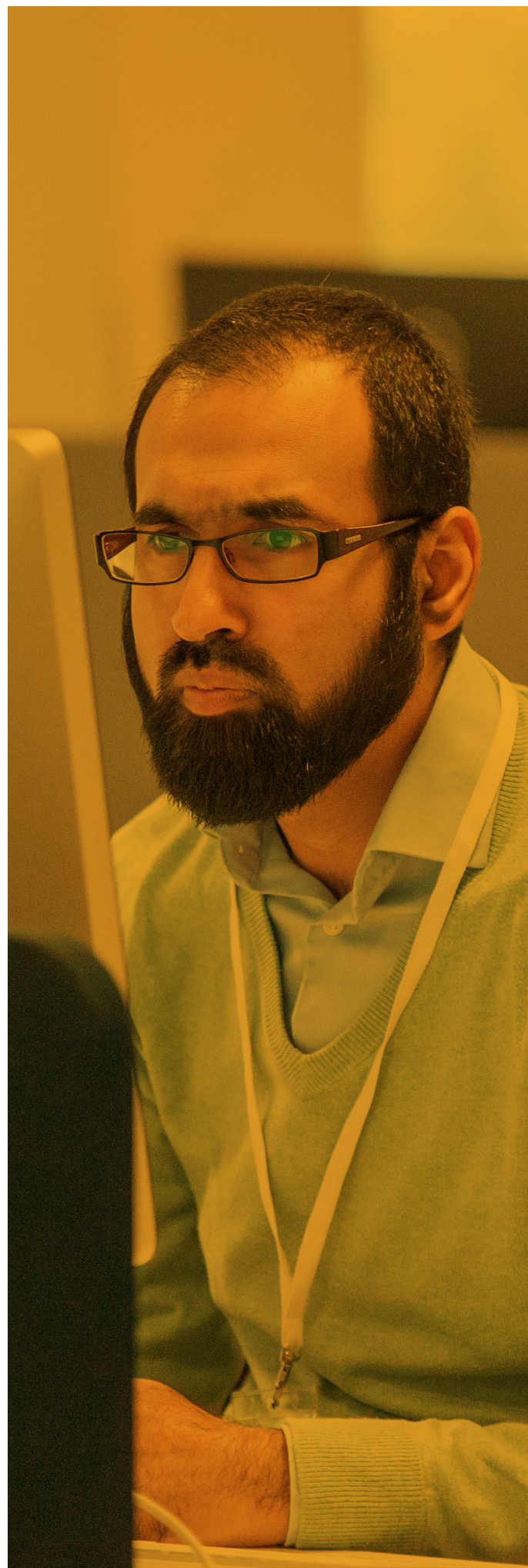
"Working with the offline team has been excellent so far. Our people met their 'res' team recently and thanked them for their hard work. The people at Click are always on hand to help, no matter what time or day. The Out Of Hours team have been lifesavers; when we've needed something doing urgently, the help has always been available." Guy Euman

Linda Newell, QA Travel Team Leader added, "I've just been really impressed with everybody. Throughout the team, everybody is so proactive. I had to book a complicated sequence of flights, and the offline service was brilliant."

## FUTURE PLANS

In the future, QA are looking to maintain and manage travel spend and continue to find cost savings where possible. Both Click Travel and QA are looking forward to working together and building on an already strong relationship.

Guy is looking forward to a productive relationship continuing into the future, "We regard Click as a real partner to QA and are looking at ways in which we can work together more and further develop our relationship with creative thinking."



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