



Ishida
Client since: 2010

COMPANY TYPE

A world-leading supplier of automated food packaging machines and equipment

PAIN POINTS

The cost of travel, the online booking process and offline service



We chose Click Travel as they offered the best combination of services: their competitive fees, their easy-to-use online booking tool and their confident, experienced offline team.



IAN KIMBERLEY-RYAN TRAVEL CO-ORDINATOR

THE COMPANY

Ishida Europe, headquartered in Birmingham, is a supplier of automated weighing and packing equipment and is a major player in the food industry. Part of a privately-owned family business based in Kyoto, Japan and founded over 120 years ago, Ishida Europe opened for business in 1985 as the company's first overseas subsidiary. In terms of business travel, there is one main booker for the company's travelling staff: Ian Kimberley-Ryan, Travel Co-ordinator. He now uses Click's online booking tool for all online bookings and relies on the expertise of Click Travel's staff for all offline needs.

WHY CLICK TRAVEL

Ishida wanted to be assured that they were receiving the best advice when dealing with all offline bookings, as the organisation's band of 190 travellers regularly take complex, multi-sector trips, requiring the guidance and expertise of an experienced business travel team.

92%

POLICY COMPLIANCE

97%

ONLINE ADOPTION

FINDING A BETTER SOLUTION

As Ishida approached the end of their previous travel management contract back in 2009, the team decided that they needed to make a change. They wanted to find a travel management company that would help the organisation reduce costs, make booking online easier and, of particular importance, boast knowledgeable and helpful staff for their offline provision.

Following a lengthy qualification and selection process, Ishida decided that Click Travel ticked all the right boxes and the partnership began in 2010. “Click Travel was chosen as the company offered the best combination of services: their competitive fees, their easy-to-use online booking tool and their confident, experienced offline team,” says Ian.

The successful implementation process included taking the majority of bookings online, to Click Travel’s online booking tool, which all travellers found easy to use. So much so that online adoption soared to 74% within three months of starting, a figure that is now at 97%.

“With a great online booking tool, booking travel is so easy,” says Ian.

“Click’s online booking tool is brilliant, and I hear a new version is coming in 2017 - WOW!”

OFFLINE EXPERTISE

With all online bookings working efficiently and seamlessly, Ian was keen to replicate a similar service provision for all offline bookings. “We needed to know that when we speak to the offline team we are getting the very best advice and if we’re looking at a complex itinerary then they will suggest every possible routing.”

Aside from top city pairs Birmingham- Amsterdam and London-Moscow, Ishida travellers often find themselves taking multi-sector trips to far-flung parts of Russia, for example, and this is where Click Travel’s expertise comes into its own; Ishida can now lean on a dedicated reservation team for help with any booking.

“Knowing that help is just a phone call away is reassuring,” says Ian. “If a booking is particularly complicated we know we can rely on the Click staff to offer options and suggestions as required.”



“ Where possible we do try and keep within policy, however with the traffic light system on Click’s online booking tool it is possible to make an informed choice every time. ”

IAN KIMBERLEY-RYAN TRAVEL CO-ORDINATOR



SIGNIFICANT COST REDUCTION

Ishida enjoyed 93% policy compliance within three months of working with Click Travel; the extremely high online adoption rate achieved with Ishida has been significant in reducing the company's costs.

"Where possible we do try and keep within policy, however with the traffic light system on Click's online booking tool it is possible to make an informed choice every time." says Ian.

In the five years since the Ishida/Click Travel partnership began, the company has reached and exceeded its key travel management aims. The people behind both organisations and the positive working relationships built up since 2010 have been the cornerstone of the success.

"The Click Travel team are always very helpful, no matter what question or query you throw at them, which makes things much easier for us," concludes Ian. "I would recommend them, absolutely, without a doubt."



The Click Travel team are always very helpful, no matter what question or query you throw at them, which makes things much easier for us. I would recommend them, absolutely, without a doubt.



IAN KIMBERLEY-RYAN TRAVEL CO-ORDINATOR

Start your journey with us today

0844 745 2121

clicktravel.com

