



I appointed Click Travel because I was impressed by their online booking tool and believed that their account management approach would deliver savings.



JESSICA BURNS PROCUREMENT MANAGER

Phoenix IT /  
Daisy Group  
Client since: 2012

## COMPANY TYPE

One of the UK’s leading providers of hosting, Cloud, managed IT services and business continuity

## PAIN POINTS

Lack of MI  
High levels of leakage  
Level of service with previous supplier

## THE COMPANY

Leading IT services company, Phoenix IT, have been a client of Click Travel since 2012. The company was looking for a travel management company (TMC) who would bring commercially focused ideas to drive savings internally. In 2015, Phoenix IT was acquired by Daisy Group.

## WHY CLICK TRAVEL

Disappointed with the service provided by previous suppliers and contract leakage within the organisation, Phoenix IT began a competitive tender process for its business travel contract. Phoenix IT was looking for a demonstrable saving in travel expenditure and a TMC who would bring commercially focused ideas to drive savings internally. Delivery of high service levels was also essential, along with a strategy to capture leakage and improve contract compliance.

96%  
ONLINE  
ADOPTION

26%  
REALISED SAVINGS  
ON AIR

21%  
REALISED  
SAVINGS

“Overall travel policy compliance has increased by 15% and we have saved 21% annually in travel spend against budget” commented Jessica Burns, Procurement Manager.

“We appointed Click Travel because we were impressed by their online booking tool and believed that their account management approach would deliver savings.”

Tracy Beer, Senior Account Manager at Click explains, “When we work with a new client we introduce them to our defined account management cycle and work with the client to identify key priorities early on in the relationship. We also help them to benchmark their spend against that of our existing customers by use of anonymised tools, such as our Hotel Rate Index. Phoenix IT were great to work with because they had clear goals from the outset - and a clear target to deliver 20% savings against their travel budget. We recommended implementing our pre-trip approval process on all out of policy bookings because this allows Phoenix IT Managers the chance to approve or refuse the trip before it is booked and provide visibility of employees booking out of policy.”

Jessica continues “We had tight deadlines for making these changes and the Click team worked wonders by implementing this in 7 days.”



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“The effect of these changes has been phenomenal; overall travel policy compliance has increased by 15% and we have saved 21% annually on travel spend. We believe that the key to the success of our partnership with Click has been the work we did together to clearly define our savings goals, taking advice from the Account Management experts at Click and then measuring our success in order to ensure we were on track.”

These savings were achieved by:

1. Enforcing a dynamic travel policy
2. Introducing pre-trip approval for out of policy bookings
3. Booking Internet content, such as Booking.com & Laterooms, through Click Travel
4. Negotiating discounted rates with travel suppliers
5. Driving behavioural change internally

Tracy commented: “Phoenix IT’s success demonstrates the essence of our account management approach. Phoenix IT are now on the path to streamlining their travel spend across the company. We have a great partnership and look forward to working with them in the future”.

## SEAMLESS ACQUISITION

In 2015, after 5 years as a Click customer, Phoenix was acquired by Daisy. As the two companies came together it was imperative that two, previously separate, travel processes were blended seamlessly, so their travel went out to tender again. As part of tender process, it quickly became evident that Phoenix was able to access comprehensive MI that Daisy struggled to get.

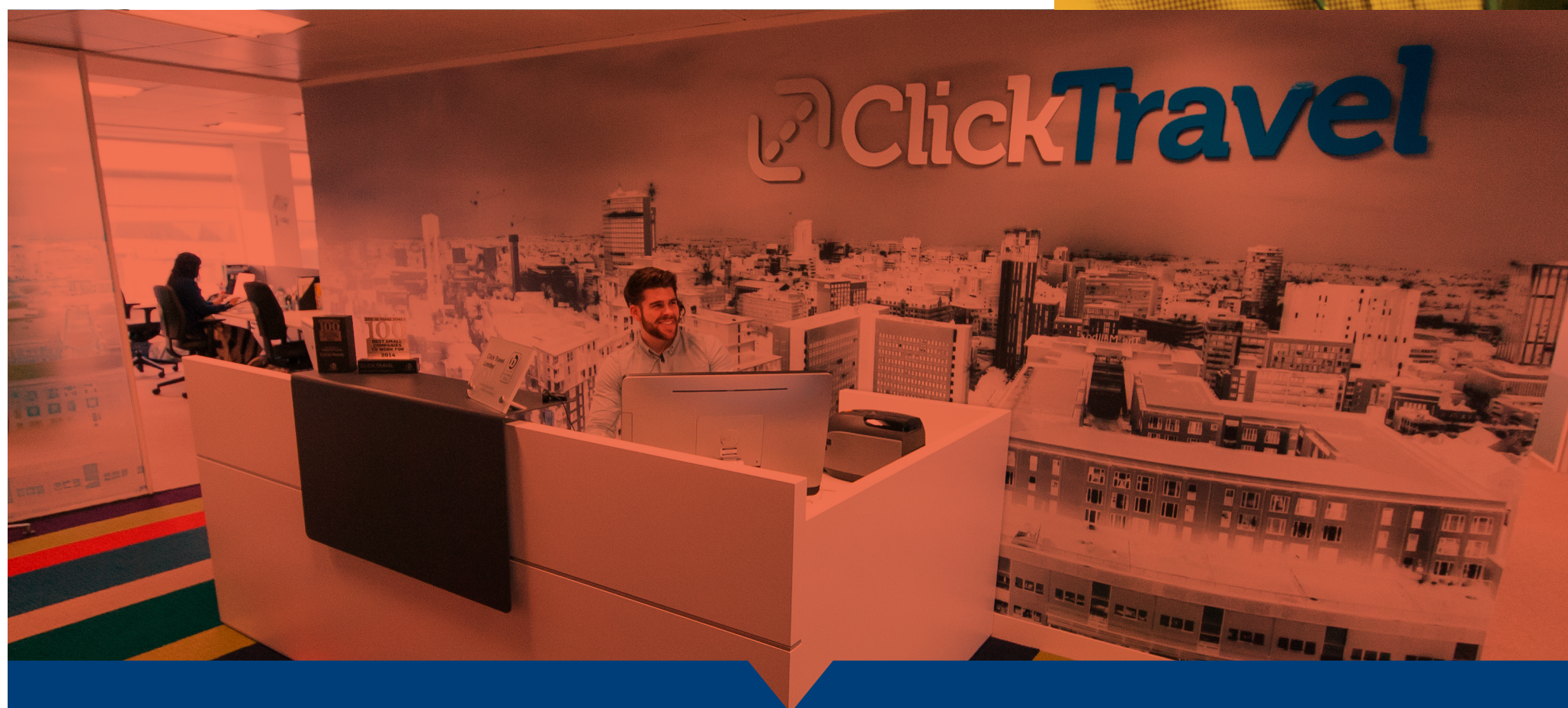




Daisy had been using an employee to book all travel - someone who would book travel directly on various websites, or with suppliers directly on a company credit card. Unable to report average rates, key location, rooms nights, total spend, Daisy quickly realised the benefits of implementing a travel management service.

With representatives from both Phoenix and Daisy involved in the tender process it was soon decided that Click would be awarded the contract again, beginning in Jan 2016.

Click began by introducing new and existing users to the service via a roll out launch process; this involved a visit to all major office locations in order to be on hand to offer training and support. The transition was successful as a result of this. The Daisy Group are now able to report and view company travel across the whole business and are going from strength to strength in the process.



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