

Case Study



VolkerWessels UK

Client since: 2010

COMPANY TYPE

Civil engineering and construction contractor, with more than 2,500 employees operating across five divisions.

WHAT WAS NEEDED

With multiple complex operations across the UK, the contractor turned to Click Travel to streamline its travel management – simplifying booking for its staff and substantially reducing its travel costs.



Click Travel has helped us to dramatically simplify our travel management and substantially reduce our costs.

BEN ROWE

PROCUREMENT MANAGER

97%

ONLINE BOOKING

>30,000

BOOKINGS MANAGED
PER YEAR

99%

AIR TRAVEL POLICY
COMPLIANCE



VOLKER WESSELS

VolkerWessels UK is a major civil engineering and construction contractor, operating in sectors such as rail, highways, airport, marine, energy, water, and environmental infrastructure.

The company comprises of five separate subsidiaries – VolkerFitzpatrick, VolkerRail, VolkerStevin, VolkerHighways and VolkerLaser – each previously having their own travel management solution.

SIGNIFICANT SAVINGS

VolkerWessels UK does not impose central control over its subsidiaries but recognised that having a single supplier of travel management across the group would allow its Shared Services division to improve efficiency across the group.

Therefore, the company needed a solution to both deliver real-world time and financial savings, as well as meeting with the approval of effectively five separate businesses.

THE JOURNEY

VolkerWessels UK and Click Travel embarked on a pilot involving stakeholders from all group businesses, so they could experience first-hand how Click Travel could revolutionise their travel management. Ben Rowe, Group Procurement Manager of VolkerWessels UK, explains:

“We were confident that once they tried Click Travel, they would be delighted, but we needed them to see it for themselves. Click Travel supported us with demonstrations and training to really ensure that all stakeholders were happy with the move.”

Following the unanimous approval of all parties, Click Travel’s dedicated implementation team proceeded to roll out the programme across all businesses – a major challenge given vastly differing requirements and multiple stakeholders. However, Click Travel’s experience meant the entire process was carried out with ease. Rowe says: “Click Travel supported us from the outset with onsite and WebEx training and support for policy implementation. The team ensured there was a seamless roll out across the whole group.”



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PROCUREMENT MANAGER

THE RESULTS

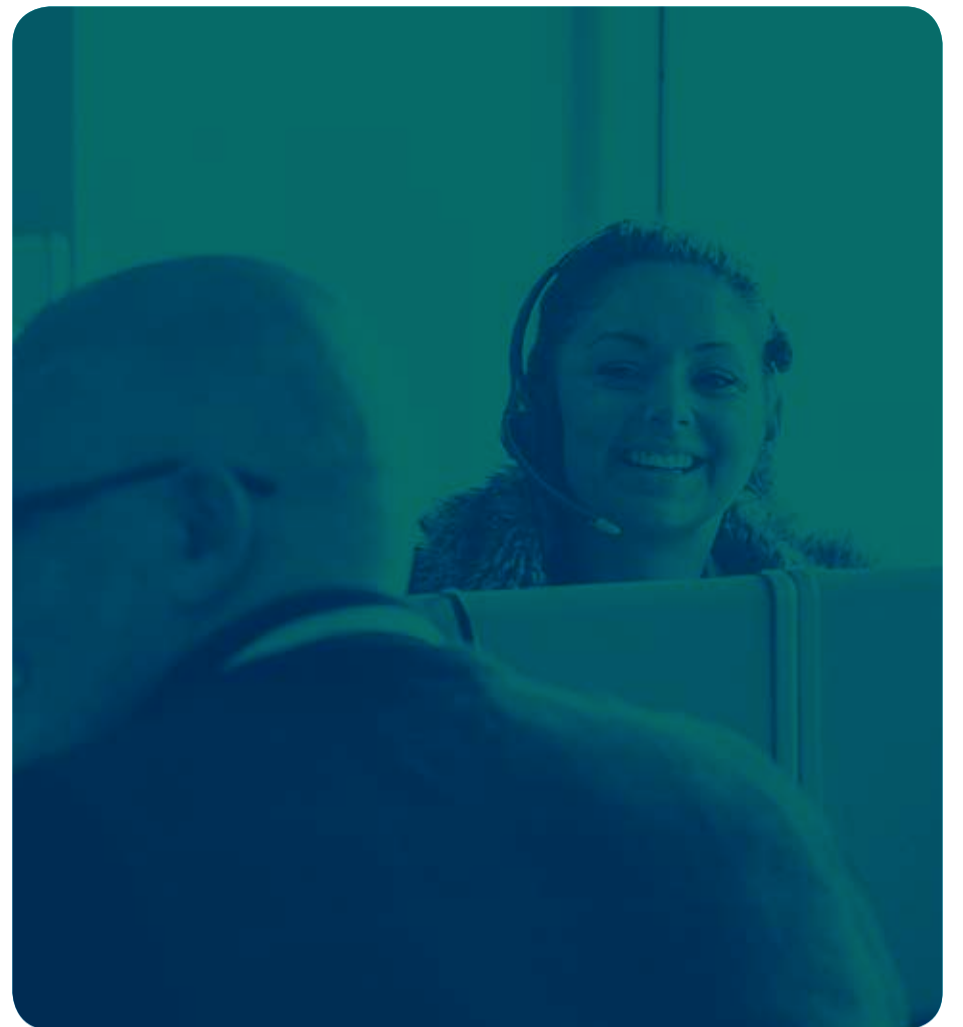
VolkerWessels UK are now reaping the rewards of a consolidated travel programme supported by Click Travel's next-generation technology and skilled team.

These include:

- **Online booking platform** with a traffic light system and 'nudge' notifications to encourage compliance with travel policy.
- **97% online adoption rate** – a key objective for VolkerWessels UK
- **Automated hotel billback with one simple consolidated remittance** – vastly reducing the volume of expense claims and meaning VAT can be reclaimed from one invoice, rather than thousands.
- **Dashboard** that allows the Shared Services team complete visibility over all bookings, enabling them to view:
 - Total spend across all areas
 - Online adoption rate
 - Top used hotels vs spend
 - Ability to drill down into individual bookings at the touch of a button.

Click Travel also conducts regular reviews with each subsidiary and the entire group to ensure the service always stays one step ahead of requirements.

Plus, thanks to Click Travel's industry reach, VolkerWessels UK benefits from anonymised benchmarking of spend across the construction sector, providing the Shared Services team with vital information for long-term planning.



Rowe concludes:

“Click Travel supported us from the outset with onsite and WebEx training and support for policy implementation. The team ensured there was a seamless roll out across the whole group.”



We get excellent support from our account management team, and in our drive to always be more efficient and improve our business, we know that with Click Travel, we have exactly the right partner to support us.

BEN ROWE PROCUREMENT MANAGER



RESOURCES

To find out more about travel management, take advantage of our range of free resources. And subscribe to our industry-leading blog to be the first to hear about our next insight report and to keep up to date on all things business travel.



CASE STUDIES

Our detailed case studies will give you a great insight into what our customers think of working with Click Travel and the results they've achieved with us. Covering clients across various sectors, you can learn why Red Bull, RNIB, Whitbread and many more came on board with Click.



COMPREHENSIVE GUIDES

Our complimentary, in depth guides give you exclusive insider insight into specific areas of corporate travel management. From procurement best practice to implementation methods, our guides will have you in the know in no time.



INDUSTRY-LEADING BLOGS

With useful, spin-free advice and guidance on travel management, top travel tips for business travellers and all the latest updates from Click HQ, our range of blogs are perfect for anyone interested in the finer points of travel management or the wider world of travel.



GET IN TOUCH

If you have any questions about this report, your travel programme, travel management in general or Click Travel, we'd love to hear from you.

You can get in touch our friendly team on the number below, or just pop us an email and we'll get back to you straight away.

Find out more:
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