

# Case Study

## Keoghs

Keoghs

Client since: 2017

### COMPANY TYPE

Keoghs is the leading provider of claims-related services to insurers, businesses and other suppliers to the insurance sector.

As an organisation that values streamlined processes and efficiency, Keoghs were looking for a travel management solution that would enable them to become more self sufficient when booking business travel, as well as helping them to reduce their overall travel spend.

“

Click's offering really caught our attention. We were impressed by their online booking tool, as it was attractive and easy to use, as well as their detailed reporting features.

**SARA PEARCE**

TRAVEL ADMINISTRATOR AT KEOGHS

98%

ONLINE BOOKING

£59,576

AVERAGE ANNUAL SAVING  
ON RAIL BOOKINGS



## WHAT WAS NEEDED

- REDUCTION IN TRAVEL SPEND
- ONLINE ADOPTION
- GREATER SELF SUFFICIENCY

## THE COMPANY

Keoghs are a leading solicitors, with over 1,800 staff and multiple offices based across the UK. Providing defendant legal and claims related services to the insurance industry, Keoghs combine proven processes, technology and low cost infrastructure with extensive legal and insurance market knowledge to create individual solutions for each client.

## THE CHALLENGE

As an organisation that prioritises efficiency and streamlined processes, Keoghs wanted to extend this approach to their travel management strategy and,

consequently, their travel management supplier.

Keoghs therefore required a travel management company (TMC) that would enable them to become more self sufficient when it came to booking and managing their business travel, as well as driving significant time and cost savings.

## THE JOURNEY

After undertaking the procurement process, Keoghs felt that Click Travel were best placed to meet their requirements and help them to achieve their goal of greater efficiency.

Sara Pearce, Travel Administrator at Keoghs, explains:

***“Click’s offering really caught our attention. We were impressed by their online booking tool, as it was attractive and easy to use, as well as their detailed reporting features.”***

After appointment, Click Travel’s dedicated implementation team set to work rolling out the use of the online booking tool across the business, ensuring that it was configured to meet their specific requirements and policies.



The team at Click made the implementation process seem incredibly simple. They were quick and responsive and gave us as much support as we needed, providing webinars to teach us how to go through the booking process

**SARA PEARCE**  
TRAVEL ADMINISTRATOR

Pearce says: ***“The team at Click made the implementation process seem incredibly simple. They were quick and responsive and gave us as much support as we needed, providing webinars to teach us how to go through the booking process.”***

## THE RESULTS

Two years after selecting Click as their travel management service, Keoghs are continuing to benefit from having ready access to a knowledgeable and experienced team, as well as being able to book and manage their travel online using an innovative yet simple booking tool. Key achievements include:

- 98% online adoption
- £59,000 average annual saving on rail bookings
- Instant access to real time data on their business travel, enabling them to:
  - View total spend across all areas on demand
  - Monitor online adoption rate
  - Have an awareness for top used hotels vs spend
  - Have the ability to drill down into individual bookings at the touch of a button

Account Manager, Laura, is endeavouring to manage Keoghs' hotel spend, introducing measures such as rate caps by city, which has already begun to guide



booker behaviour and increase hotel policy compliance. ***“Working with Click has greatly increased our control over our bookings and we have a much clearer understanding of how we travel as a business, which in turn enables us to make savings.”*** Sara Pearce notes.

The simplicity of the booking tool combined with the readily available support from the team at Click means that Keoghs are now able to book and manage most of their business travel themselves, making adjustments to their travel policy and downloading in-depth report on how the organisation travels easily and instantaneously.

“

All of our bookers find Click's online booking tool incredibly easy to use and are much more self sufficient when it comes to arranging their business travel now, and the service we've received from our Account Manager has been outstanding

**SARA PEARCE** TRAVEL ADMINISTRATOR





## 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:  
**[hello@clicktravel.com](mailto:hello@clicktravel.com) | 0121 288 2869**

