

# Case Study



Shaw Trust UK

Client since: 2017

## COMPANY TYPE

Shaw Trust is a UK-based charity which helps disabled and disadvantaged people into employment and independent living.

An organisation that relies on strict budgeting and efficiency, Shaw Trust were looking for a travel management solution that would afford them greater visibility of their travel spend while also reducing overall travel spend.



Click's agents are extremely responsive and a joy to work with - they've certainly made my life so much easier!

**COLIN WEEKS**

SHAW TRUST

96%

ONLINE BOOKING

19%

REDUCTION IN  
AVERAGE RAIL RATES

99%

POLICY COMPLIANCE



## SHAW TRUST

Provides employment opportunities, skills and development training and health and wellbeing services across the UK, supporting over 50,000 people a year to live independent and inclusive lives.

With over 1,100 staff and a network of 1,000 volunteers, Shaw Trust delivers its services on behalf of a range of commissioners including the Department for Work and Pensions, Her Majesty's Prison and Probation Service, the department for Business, Innovation and Skills, and local authorities.

### WHAT WAS NEEDED

- Greater visibility of travel spend
- Improved compliance
- More self sufficiency

### THE CHALLENGE

As an organisation that prioritises providing maximum value and support with every service they deliver, Shaw Trust wanted to extend this approach to their travel management - switching from an increasingly time-consuming DIY process to a more efficient solution.

Therefore, Shaw Trust 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, Shaw Trust felt that Click Travel were best placed to meet their requirements and help them to refine their travel management strategy. 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.

“

We'd never used a TMC before and there were certainly a few sceptics amongst us during roll out, but Click's Implementation team soon converted us and were quick to iron out any teething problems

**KAREN GAY**

PROCUREMENT MANAGER



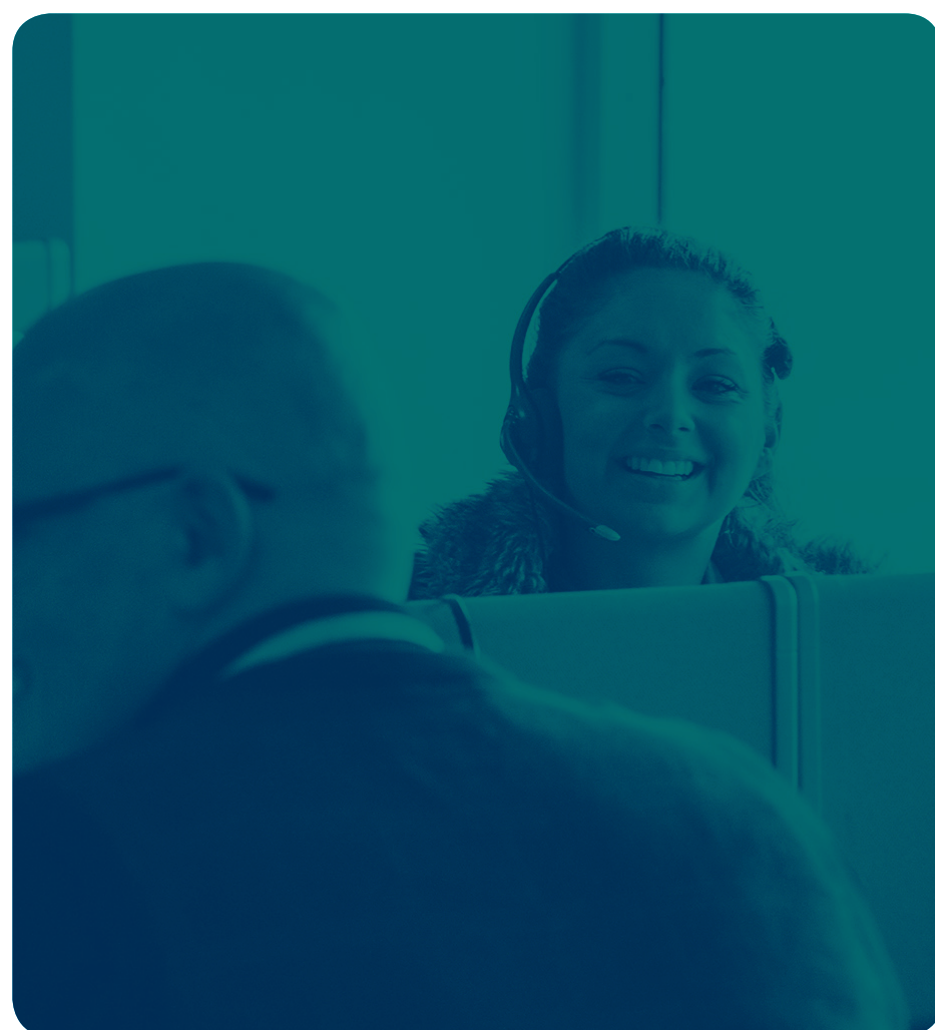
***“We were really excited about what Click Travel could bring to our travel management programme. We were looking to reduce how many credit cards we used across the organisation and felt that Click’s easy-to-use online booking tool would really help with our processes”***

## **THE RESULTS**

After selecting Click as their travel management provider, Shaw Trust are continuing to see endless benefits, including:

- Reduced travel costs quarter on quarter
- Improved policy compliance
- Easier invoicing and payment for travellers
- Instant access to real time data on their business travel, 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.

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



***“We can see that total travel costs have reduced quarter on quarter and that’s largely due to Click’s easy-to-use booking tool, particularly the integrated policy warnings and easy ability to find great deals.”***

“

We have seen phenomenal success since working with Click. They provide us with outstanding management information, which is something that we really needed. Click have a lovely team of business travel consultants and account managers – everyone is extremely helpful.

**KAREN GAY**

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

