

# Case Study



## Home Group

Client since: 2015

### COMPANY TYPE

Home Group is one of the biggest housing associations in the UK, their mission being to build homes, independence and aspirations.

The organisation houses over 120,000 people in 55,000 homes and is one of the UK's largest providers of new homes and houses for affordable rent, as well as offering health and social care. Employing over 3000 people across the country, Home Group travels nationally for internal and external meetings and events.



We certainly found an effective and efficient service in working with Click Travel.

**SARAH ROBERTS**

PROCUREMENT CATEGORY MANAGER

95%

ONLINE BOOKING

£56k

REDUCTION IN FEES

£131k

SAVING ON AVERAGE  
RAIL FARES

99%

TRAVEL POLICY  
COMPLIANCE



## WHAT WAS NEEDED

- Greater efficiency when booking business travel
- Online adoption
- Reduction in travel spend

## THE CHALLENGE

As a social enterprise and charity, Home Group was keen to improve efficiency across the organisation so that employees' time could be better allocated to initiatives and tasks that would bring direct benefit to their customers.

Therefore, Home Group required a travel management company (TMC) that would not only simplify and speed up the process of booking travel, but could also use their expertise to develop and execute a strategy to reduce travel spend.

## THE JOURNEY

Home Group felt that Click Travel were best placed to meet their requirements and help them to achieve their goal of greater efficiency and selected Click using the YPO Wider Public Sector Travel Management Framework.

## THE RESULTS

Two years after selecting Click as their travel management service, Home Group 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:

- 95% online adoption
- £56k annual saving on fees compared to previous contract - now only 1.2% of total travel spend
- 99% travel policy compliance
- £142k realised savings against set hotel budgets in 2016/17



We were really impressed with Click's online booking tool and were confident that our travellers would find it easy to use, which would in turn speed up the process of booking our business travel and achieve the efficiency boost that we were looking for.

**SARAH ROBERTS**

PROCUREMENT CATEGORY MANAGER

- £131k saving on average rail fares (2015/16 compared with 2016/17)
- 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 Home Group 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.



“

We certainly found an effective and efficient service in working with Click Travel. Not only have we been able to reduce the amount of time our team spend booking their business travel due to Click's brilliant online booking tool, but we've also been able to reduce our overall travel spend, meaning we can redirect that money into services that will provide an even better experience for our customers.”

**SARAH ROBERTS**

PROCUREMENT CATEGORY 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**

