

Case Study



Whistl

Client since: 2014

COMPANY TYPE

Whistl are a delivery management company providing efficient, high-quality and competitively priced services across Business Mail, Parcels and Doordrop Media both in the UK and internationally.



Click offers us the perfect balance of an easy to use online system along with dedicated account management support, focused on working as a partnership to achieve our goals.

SIMONE LOEDIGE

SRM COORDINATOR

98%

ONLINE ADOPTION

95%

POLICY COMPLIANCE

SUCCESSFUL
RFP HOTEL
PROGRAMME



WHAT WAS NEEDED

- Self booking
- Increased policy compliance
- Comprehensive MI

WHY CLICK?

- Click's culture
- Hotel content
- Unrivalled account management

THE CHALLENGE

As a company that prides itself on efficiency of operations, Whistl were keen to seek out a travel management supplier that could rationalize and integrate the bookings of all their travel types into

one place. Following a period of scattered travel suppliers, limited provision of travel data and a lengthy expense claim process, Whistl made the move to managed travel with Click Travel.

The organisation booked a large volume of UK hotel and rail travel, particularly around Bolton, their key location. Following a reshuffle in the organisation, Whistl required a smooth and confident implementation with a travel management company (TMC) to instill a consolidated booking process and gain better MI.

THE JOURNEY

Whistl was drawn to Click Travel in their initial meeting; both culturally and in their approach to travel management operations. They went on to appoint Click Travel with a view to reflecting their purpose, principles and practices in their own travel booking and behaviour.



Since working with Click Travel we have seen consolidation of travel into one place, we have worked closely with our account manager on policy which has seen results achieved and have built a strong partnership. Both Whistl and Click work in unison and we are delighted to see this relationship continually flourish.

SIMONE LOEDIGE

SRM COORDINATOR

Whistl required a solution that could be utilised quickly and easily by all departments as a self-booking tool. Travel booking had previously fallen on just a few individuals, but the decision was made greater traveller autonomy was required.

Click Travel's intuitive booking tool allowed Whistl's bookers to swiftly get to grips with managing their own travel bookings. With the wide array of content available on the tool, pulled from various suppliers, bookers benefited from making their own choices in travel booking and saving the search time involved with their previous suppliers.

THE RESULTS

In working with their dedicated account manager at Click Travel, Whistl have exceeded their travel objectives in a number of areas.

Travel policy

Account manager, Charlotte, advised on policy options for each travel type and assisted in the implementation and onboarding of the new policy for its employees. This included the introduction of a pre-trip approval system for certain users, which was received without complaint. Whistl has since achieved 95% policy compliance, with particular success in its hotel programme. Account management oversaw the implementation of rate caps and tolerances for each of Whistl's key locations and led a successful RFP to achieve corporate rates in these high volume areas.

Online booking tool

Click Travel's booking tool facilitated successes both in booking and reporting. First, the move towards self booking and online booking proved to be very popular amongst Whistl employees, quickly achieving 98% online adoption, leading to efficiencies in both time and money for the organisation.

With regards to reporting, the Whistl team soon saw the benefits of the comprehensive data available both from the tool itself, and the support of their account manager. The team are now aware of booking trends, highlighted at regular review meetings with a view to identifying cost saving areas on an ongoing basis, and have a greater handle on their duty of care to travellers, with an awareness for the locations of their travellers at any given point.



Travel spend

Alongside the efforts to control hotel spend, Whistl have also reduced their spend on air and rail, through a combination of curbing booker behaviour through policy and account manager advice and through the array of content now on offer to their bookers. Whistl are on track to continue creating efficiencies in their travel on a long term basis, thanks to the regular and committed support of their account manager.

Invoicing

Whistl have also benefited from consolidated invoicing offered by Click Travel. This allows for full VAT recovery, which was previously not always possible for Whistl, and readily available itemised invoice data, allowing for further traceability of travel operations in the organisation.

Whistl have been endlessly impressed by Click Travel, both as their TMC and as an organisation as whole. So much so that in December 2017 they awarded Click Travel their coveted Whistl CSR Award. As an organisation with strong ethical and environmental values, Whistl presents this award to suppliers they believe to have made a real difference; responded to the demands of the modern worlds and stepped up to the plate. Whistl believed Click Travel's 1% programme, donating 1% of profit, product and time to both local and national charitable organisations really went above and beyond, and set an example to other organisations for CSR best practice.



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.

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