

Case Study



The Hyde Group

Client since: 2016

COMPANY TYPE

An award-winning provider of homes, Hyde's mission is to provide more people with a roof over their head, so they can make a home. With housing – or the lack of it – now taking its rightful place at the top of the political agenda, Hyde is committed to building as many homes as possible to alleviate the housing shortage in London and the South East of England.



They've saved us the best part of a week in admin which we simply couldn't afford.

NEIL REES

CREDIT CONTROL MANAGER
AT HYDE GROUP

98%

ONLINE ADOPTION

£68k

FEE SAVINGS IN THE
FIRST 2 YEARS

4

ADMIN DAYS SAVED
PER MONTH



WHAT WAS NEEDED

- OJEU compliant framework
- Streamlined booking & consolidated invoices
- Improved fee structure

THE CHALLENGE

As a public sector organisation Hyde decided to take the opportunity to move to an OJEU compliant framework supplier. Their travel requirements primarily comprised of UK rail and accommodation, both for their employees and the people the organisation supported.

The organisation's previous booking practices involved numerous travel providers, booked both direct and via intermediaries.

The nature of Hyde Housing's work also means they often book same day accommodation, for groups both small and large. Consequently, accommodation was frequently booked with a range of suppliers to meet this short-term need, creating a complex logistical challenge with multiple bookings that were difficult to keep track of.

In addition to this, Hyde's lack of comprehensive travel data was resulting in unnecessary admin work for the organisation.

THE JOURNEY

The OJEU compliant framework offered by Click Travel allowed Hyde to take control of their organisation's bookings without having to go through a costly procurement process. Click's public sector

offering also granted:

- a competitive and efficient fee structure
- access to Click Travel's award winning travel booking tool
- inbuilt travel policy and controls
- real time management information
- the support of Click's travel team, with years of expertise in public sector travel.

THE RESULTS

Through working with Click Travel, Hyde has simplified and streamlined its travel booking and invoicing processes. The intuitive booking tool, built in house by Click's software team, has been warmly received by the users, resulting in an impressive 98% online adoption.

In comparison to Hyde's previous rail supplier, which caused the organisation one week of admin per month, Click's consolidated invoicing provided peace of mind that the company's travel invoicing would minimise admin time.

Efficiencies in both time and money have been achieved in working with Click Travel. With their previous supplier, rail fees made up 10.7% of Hyde's rail spend, which has been reduced to less than 0.2% with Click Travel, thanks to the public sector framework pricing.

As well as savings on fees – amounting to over £68,000 in the first two years alone – Hyde is benefitting from savings on the travel rates themselves, realising an average rail rate reduction year-on-year, despite average industry prices increasing.

Forecasts by their account manager, Eleanor, suggest that by booking with Click Travel, Hyde should achieve savings over the lifetime of their contract which could reach over £100,000 in rail fees alone.



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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