

# Club Assist Cuts Pre-Trip Approval Process from 15 minutes to 5 Seconds with Egencia



## The Challenge

Club Assist leverages pre-trip approval for all bookings and traveler groups, but the process in place with their incumbent Travel Management Company was very time consuming. Several Managers were spending as much as 10 hours a week approving their employees' travel. Another goal in identifying a new Travel Management Partner was improved visibility into their travel spend. The Club Assist Travel Team wanted to be able to monitor the performance of their travel program and make changes in real-time. The third objective for Club Assist was to increase traveler buy-in to the travel program by providing them with the right travel choices as well as value.

## The Solution

Club Assist launched a new Travel Program with Egencia in July 2010 and has been able to solve their challenges with a seamless pre-trip approval process, real-time reporting and the ability to easily change policy settings within the booking tool. Traveler satisfaction with Egencia has also paved the way to strong compliance.

## The Results: A Pre-Trip Approval Process that Empowered

Club Assist has found great value in utilizing a pre-trip approval process but the system in place with their incumbent Travel Management Partner was extremely time-consuming with some managers spending 25% of their work week on approving business travel for their directs. The pre-trip approval tool itself was managed through a third party and when issues occurred, such as six weeks of trip requests being deleted, the incumbent Travel Management

Company was a middle man, impeding Club Assist from working with the technology vendor directly.

The pre-trip approval process with Egencia has been very smooth. Managers can now review and approve or deny trips in a matter of seconds with one click from their laptop or mobile devices. Also, the ability to designate back up approvers means that business moves forward despite hectic schedules.



The peace of mind I now have with our pre-trip approval process is amazing. This part of our travel program has gone from headache to success.

Kandy Crenshaw  
Club Assist

## Earning Traveler Compliance and Trust

The Club Assist Travel Team consists of six volunteers from various departments within Club Assist including HR and Accounts Payable. The Team has a rotating schedule to man the Travel Desk and respond to travel inquiries and requests through phone, e-mail and IM. The insight from this cross-functional team has been invaluable in building and continuously improving a travel policy and policy settings that makes sense for the organization.

One of the ways that the Club Assist Travel Team earns traveler trust and buy-in is by leveraging Egencia's Travel Alerts and reporting to proactively reach out to Travelers impacted by flight delays, weather events or other incidents. Travelers quickly understand that the Travel Team is there to help. Building this rapport with travelers has resulted in **online adoption of 96%**.

### The Challenge

- Identify a more efficient and reliable pre-trip approval process
- Increase travelers' confidence that they are getting the best value
- Gain deeper visibility into travel spend with on-demand reporting
- Move away from the model of relying on the Travel Management Partner to change policy settings
- Raise awareness of Club Assists' Internal Travel Team

### The Results

- By leveraging Egencia's TripController pre-trip approval process, the trip approval process **takes just seconds** and can even be done on a mobile device
- Club Assist Travelers have been very pleased with the rates on Egencia. Club Assist's spend was well below the industry average for 2010 with **Average Domestic Ticket Prices 11% lower, Average Nightly Hotel Rate 21% lower and Average Car Daily Rate 39% lower**
- Egencia's real-time reporting has enabled Club Assist to easily monitor spend and spot where action is needed
- Club Assist Travel Team is now empowered to adjust policy settings quickly and easily
- By leveraging Egencia's Travel Alerts and reporting, the Club Assist Travel Team reaches out to travelers impacted by incidents. This proactive reach-out has raised awareness of the Travel Team and deepened rapport with travelers



## Communication is Key

The Club Assist Travel Team sends monthly newsletters to their travelers that offer travel tips from other travelers, travel industry news, showcases new discounts or amenities as well as policy changes. The Travel Times newsletters are one pagers and very fun to read.

Club Assist ensures that all employees are familiar with their travel policy. New Club Assist employees undergo an orientation with the Travel Team to learn more about the travel tools and resources as well as the travel policy itself. The Club Assist Travel Team also conducts one to two webinars a quarter about their travel program with Egencia, the company's travel intranet site and best practices. When

significant changes are made to the travel policy, employees are asked to review and sign the policy to confirm that they are aware of the changes. Confirmation of review is sent to each manager and then emailed to the Travel Team.

## The Right Travel Choices and the Best Value

Club Assist has realized significant cost-savings with Egencia with 2010 spend well below industry averages: Average Domestic Ticket Prices was 11% lower, Average Nightly Hotel Rate 21% lower and Average Car Daily Rate 39% lower. They have also been able to leverage Egencia Preferred Hotel Rates to gain access to special rates and perks such as free breakfast, internet access and parking.



Objective:  
Earn Traveler  
Compliance

Team Makeup: HR/  
Accounts Payable

### Projects:

- Reach out to travelers in an emergency
- Sharing travel news & tips
- Policy updates
- New hire training

## About Club Assist

Club Assist has a proud tradition of service, professionalism and performance. Our success and growth is based on our commitment to our customers, our people, and the environment. Australian owned, Club Assist specializes in the supply, storage, distribution and installation of automotive batteries, automotive glass, alternators and starter motors to motoring clubs and their members globally. Club Assist partners with more than 70 automotive clubs worldwide and is supported by more than 6,000 personnel and service providers.

[www.clubassist.com](http://www.clubassist.com)

## About Egencia

Launched in 2002 as Expedia Corporate Travel, Egencia has become the fifth largest travel management company in the world as a result of its commitment to delivering a higher standard of corporate travel service and innovative technology. Egencia's success is directly attributed to their customers' ability to move their businesses ahead, through their valued relationships with Egencia and more importantly, its people.

Lead by an experienced, forward-thinking management team, Egencia has continued to expand its offering of intuitive online tools and comprehensive agency services while maintaining its reputation for superior customer service.

With global operations already spanning 39 countries worldwide, Egencia is ready to meet your company's travel needs anywhere and at any time, with the consistent level of superior service your employees deserve.

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