

Perrigo India Successfully Migrates Its India Travel Program to the Egencia India Corporate Self Booking Solution



The Challenge

As a global company with primary locations in the United States, Mexico, Israel, the United Kingdom, India, China and Australia, Perrigo - a leading global healthcare supplier - was undergoing a travel growth explosion. Company-wide spend on Travel and Entertainment was \$8 million and growing rapidly. Whilst Perrigo had a Global Indirect Procurement department to manage the sourcing of Travel and Entertainment, their rapid growth and fragmented travel processes was the key instigator to implementing a Global Travel Department. The challenge the Global Travel Department was tasked with:

- Consolidate fragmented T&E spend across the company
- Manage all travel spend from a global perspective
- Manage the safety and security of travelling employees
- Achieve year-over-year cost savings
- Identify and address employee travel needs
- Improve policy compliance and online booking adoption

The Solution

Egencia travel management services were already in use in the United States, the Egencia booking platform just needed to be extended to the other regions. For India, all that was required was an addendum to the existing US agreement. As the Egencia online self booking tool and travel policy had already been built in the US, the ease of building the India Egencia site from the US site configuration meant implementation was straightforward and travellers could get up and running in a short time frame.

Challenges to Overcome

With implementing any global travel program, some challenges do arise, particularly because of different time zones. But mostly the challenge was to change the existing practices of "how things were done" previously in India and gaining full visibility of their travel spend. The second part was challenging old behaviour and ensuring that after implementation, employees were trained and empowered to make the right decisions using the self booking tool and adhering to the new company wide travel policy for global consistency.



The pace of adoption of the online self booking tool has been really heartening. Our 150+ travellers in India now enjoy the responsibility to book and manage travel themselves and with an online adoption rate of 97%, we are confident that the Egencia India solution meets all our employees travel needs. Further, we have been able to optimize employee time and internal travel administration resources through the automation that Egencia India has delivered.

Debbie Adamczyk
Global Travel Manager
Perrigo

The Results

A Seamless Implementation Process

The Egencia implementation project for the facility in Hyderabad India was kicked off with the US Global Travel team and the Egencia APAC implementations team. Weekly phone conferences with key stakeholders ensured a seamless implementation process across the build and configuration of the Egencia online booking tool, updating the global travel policy for India employees and implementing Indian air and hotel preferred suppliers.

On October 2010 the Perrigo Hyderabad administrative team were first introduced and trained on the Egencia online booking tool, and by January 2011, Indian-based travellers were self booking their own travel. As a result, there are currently over 150 Indian-based travellers using the Egencia booking tool with an impressive online adoption rate of 97%.

Successful Global Control, Managed Locally

Globally, Perrigo mandated the use of the online booking tool for all travel in nearly all global locations. As a result, all global sites are able to connect to the Perrigo Global Travel Department and take full advantage of the Egencia reporting functionality. Pre-trip approval is enforced on all international flights, and travel policy flags and reason codes are programmed directly into the online booking tool to ensure travel policy compliance.

With the success of the Hyderabad implementation, Perrigo is now extending the Egencia solution throughout India to include the Mumbai office, and is currently rolling out the solution to other Perrigo entities in Mexico, UK and Israel.

About Perrigo

Perrigo Company is a leading global healthcare supplier that develops, manufactures and distributes over-the-counter (OTC) and prescription pharmaceuticals, nutritional products, active pharmaceutical ingredients (API) and consumer products. Perrigo is the world's largest manufacturer of OTC pharmaceutical products with primary markets and locations of manufacturing facilities are the United States, India, Israel, Mexico, China, Australia and the United Kingdom.

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.

www.egencia.co.in



The ability to influence our travelers booking behavior through the completely customized travel policy for Perrigo has allowed us to consolidate travel spend and manage expenses across the company, saving us both time and travel associated costs. The implementation the online self booking tool on the Egencia India platform has been one of the biggest successes we have had in the globalization of the Perrigo Travel Program.

John Halford
Head of Global Indirect
Procurement
Perrigo



Contact a Sales
Consultant Today:
egenciaindia@egencia.com
91 98 7319 6115