Logica is a business and technology service company, employing 41,000 people worldwide. It provides products, business consulting, systems integration and outsourcing services to clients around the world.

Logica North America identified several challenges with their incumbent Travel Management Company including lack of real-time insight into their travel program. For example, Pam Roberson, Logica's Corporate Responsibility Manager and Travel Manager, spent too much time chasing down reports.

The Results: A Successful Change Management Process
Pam set the stage for a successful transition to Egencia by enlisting the support of executives and executive admins early in the process. She kicked off the launch with an email to all employees from the Logica North American CEO. The email was followed by an all hands company meeting to discuss the move to Egencia and how it would benefit both the company and Logica employees. Pam leveraged Egencia's sample communications and posters and sent three emails to her travelers leading up to the training sessions.
Spend Visibility in Real-Time

Like many Travel Management Professionals, Pam juggles multiple roles. In addition to travel management, she leads Logica’s North American Sustainability Initiatives and is also the Office Manager. With the incumbent Travel Management Company, Pam was spending a great deal of time tracking down and waiting for reports. She was also asked to pay additional fees for standard report requests and quarterly and year end reports took a month to be delivered. She did receive frequent push reports via email but without report titles or headers, it was difficult to use the data. Since moving to Egencia, Pam has been able to access travel data in real-time.

The Challenge

• Gain better visibility into travel spend with on-demand reporting
• Transition to a more efficient and reliable pre-trip approval process
• Reduce amount of internal resources devoted to managing travel program
• Improve traveler confidence in travel pricing
• Strengthen ability to report on travel carbon footprint

The Results

• Egencia’s real-time reporting enabled Logica to easily monitor spend without waiting for reports and improved their ability to report accurately on their travel carbon footprint
• By leveraging Egencia’s TripController pre-trip approval process, the trip approval process takes just seconds and travelers and approvers have more visibility into the process
• With Egencia’s flexible and easy to use policy tools, settings and on-demand reporting, Logica has been able to reduce the amount of time needed to maintain the program and focus more on strategic objectives for their travel program
• Rate inquires have dropped from three a month with incumbent Travel Management Partner to zero with Egencia

I feel so much more effective with Egencia. I am no longer spending my time waiting for reports to show up, troubleshooting and putting out fires. I am now free to focus on more strategic projects that positively impact our business.

Pam Roberson
Travel Manager NA
Logica
A Pre-Trip Approval Process That Empowers

Pre-trip approval is important for Logica to help keep travel cost to a minimum for their organization and clients. Prior to partnering with Egencia, travelers or approvers needed to be added to the pre-trip approval process by completing a spreadsheet and waiting 24-48 hours for their Travel Management Company to upload the changes. It was difficult for travelers to discern who their approver was and approvers had no visibility into which trips had already been reviewed by another approver. Notification of trip requests took between twenty minutes and four hours to reach approvers. This delay often caused travelers to miss out on their selected airfares.

Since moving to Egencia, the pre-trip approval process has been seamless. Each trip request is sent instantaneously to the approver and takes just seconds to review and approve or deny. Travelers can easily see who their approvers are and approvers can get a comprehensive view of which trips have already been approved. By leveraging Egencia’s reporting tools, Logica has been able to move 80% of their travelers out of the pre-trip approval process, saving Logica and their clients a considerable amount of administrative time and cost.

Online Adoption of 92%

Logica was able to realize an online adoption rate of 92% very quickly with Egencia. Pam did an excellent job of communicating the benefits of Egencia to her travelers, including the convenience of utilizing the online booking tool. Logica travelers appreciate that booking on Egencia is just as intuitive as booking on sister company, Expedia.com. This ease of use has made encouraging travelers to book online an easy task. When booking online, travelers are also able to take advantage of handy tools such as group trip collaboration and ‘repeat a trip’ functionality.

The Right Travel Choices and the Best Value

Logica travelers feel a strong sense of responsibility when it comes to spending company funds. Prior to joining Egencia, Pam would field pricing inquiries approximately two or three times a month due to the fact that travelers simply wanted to ensure they were getting the best rate for their company. During the pilot program with Egencia, Pam enlisted the help of her executive team to do price comparisons of Egencia versus their incumbent Travel Management Company as well as other online travel websites. The pricing exercise helped Logica feel more confident that they would be getting the best value with Egencia. Since their launch, Pam has not received any pricing inquiries from travelers.

Pam has also been very pleased with Egencia’s travel agent support for her travelers. Traveler complaints about customer service have been drastically reduced since moving to Egencia.

“Moving to Egencia has been the best improvement for our company this year. I am thrilled that Egencia has delivered on its promises and helped our company to realize cost-savings and more efficient processes.”

Pam Roberson
Travel Manager NA
Logica
About Logica
Logica is a business and technology service company, employing 41,000 people. It provides business consulting, systems integration and outsourcing to clients around the world, including many of Europe’s largest businesses. Logica creates value for clients by successfully integrating people, business and technology. It is committed to long term collaboration, applying insight to create innovative answers to clients’ business needs.

Logica is listed on both the London Stock Exchange and Euronext (Amsterdam) (LSE: LOG; Euronext: LOG). More information is available at www.logica.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.

www.egencia.com