

# Case Study 2: Business Transformation



## Overview

Streamlining & aligning services to implement global program & drive savings

## Enterprise Challenge

- ▶ Multiple Suppliers resulting in service issues
  - Air, Hotel, Car, Visa, Forex
- ▶ POOR User experience
- ▶ Lack of Consultative approach
- ▶ No Data aggregation & visibility
- ▶ Inconsistent buying approach

## Our Strategic Approach

- ▶ Integrated Solution Offering - One stop shop
- ▶ CUSAT Portal launched - SLA driven approach
- ▶ Spend Analytics Reporting & Insights visibility

## Delivering Savings

### Travel Policy Compliance



- Efficient approval work flow
- Streamlined travel policy
- Adherence to policy guidelines

### Cost Optimization



- What steps have you taken
- 99% Efficiency with Visa process
- Low fare search delivered 7% savings
- Airline contracting helped deliver Meal & Seats 5% and Cancellation 3% savings

### Integrated Servicing



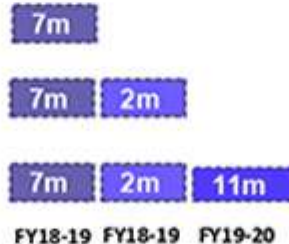
- Single TMC with integrated services
- Simplified process
- Fixed transaction fee
- Consolidated reports

### Visa Service Desk



- Experienced Consultants
- Online platform with visa updates
- Visa tracking & Delivery
- Rendered hassle-free visa services

## Favourable Outcomes



- ▶ Phase 1-Delivered savings of 6% in 7 months
- ▶ Phase 2-Savings 9% in 9 months
- ▶ Phase 3-Savings at 11% 20 months



**LEGEND :** O&D-Origin & Destination, ATP-Average Ticket Price, AP-Advance Purchase, xxIn-cancellation, CUSAT-Customer Satisfaction