Enterprise Travel

PROJECT GOAL :

Streamline travel booking, eliminate delays and cut administration costs.

CLIENT:

A leading Risk Management organisation with over 35,000 customers around in the world in a range of industries, from agriculture to retail.

KEY OBJECTIVES :

- Eliminate fees and optimise spend on accommodation.
- Enable instant booking and cancellations.
- Get real-time data visibility.
- Gain acccess to excellent customer support from a knowledgable team.

How Roomex revolutionised business travel for a leading Risk Management organisation.

When booking travel for dozens of employees on the road, speed, efficiency, and reliability are paramount. For one of the industry's leading Risk Management firms, streamlining their travel processes had become an urgent task. Faced with the challenges of slow service, lack of visibility, and mounting fees from traditional Travel Management Companies (TMCs), the organisation sought a game-changing solution by enlisting Roomex.

CHALLENGE

The company faced a number of issues with their previous travel management approach. The traditional 'TMC' model proved cumbersome, with a laborious process from request submission to booking confirmation. Time-sensitive amendments or cancellations were met with delays, resulting in unnecessary charges and frustrations. Moreover, the lack of real-time visibility into travel data hampered their ability to make informed decisions swiftly.

APPROACH

Roomex emerged as the optimal solution that the company desperately needed. Roomex offered a comprehensive solution that addressed their pain points head-on:

Cut Fees: Roomex offered a free platform with no booking fees, plus the widest selection of workforce-suitable accommodation globally, ensuring that every penny was optimised for maximum value.

Self-serve Booking and Cancellations: Roomex's online booking and cancellation system greatly improved the travel management process. What once took hours or even days with traditional TMCs now happened instantly with self-service cancellations and amendments.

Visibility of Live Data: With Roomex, the company gained unparalleled visibility into live travel data. Real-time insights empowered them to make informed decisions on the fly, enhancing operational agility and efficiency.

OUTCOME

The impact of Roomex on the company has been transformative:

Unparalleled Customer Service: Roomex's excellent local support team became a cornerstone of their satisfaction. Swift turnaround times and responsive support instilled trust and confidence that requests would be handled promptly and efficiently.

Cost Savings: By eliminating service fees and opening up a wide inventory of accommodation options to choose from, Roomex helped the business achieve significant cost savings.

Efficiency and Ease of Use: Roomex's intuitive platform, complemented by a responsive chat function and dedicated support team, made travel management a breeze. The auto-billing feature streamlined accounting processes, reducing administrative burdens for the organisation's accounts team.

Ultimately, Roomex proved to be more than just a travel management solution for the company, it was a catalyst for transformation. By using the fee-free booking platform with instant booking and cancellations, the company unlocked new levels of efficiency, savings, and traveller satisfaction. This enabled the company to position themselves for continued success in their business travel.

"Very easy to use & the customer support is excellent."

RESULTS

£0
Travel management fees per month

54 hours
Saved per month on bookings and amendments

e : tryus@roomex.com
w : roomex.com

Roomex
The Experts in Workforce Travel