

# Huws Gray & Roomex



## PROJECT GOAL :

**Empower** staff, **streamline** travel management, **enhance** efficiency.

## CLIENT:

**Huws Gray** - the UK's largest independent builders' merchant, supplying building materials to trade and DIY customers.

## KEY OBJECTIVES :

- Decentralise travel booking to empower individual staff members.
- Provide a single platform for all travel-related activities.
- Reduce operational inefficiencies in the central Operations team.
- Improve financial and HR processes through streamlined reporting and payment.
- Enhance travel experience and satisfaction for field staff.

## How Huws Gray streamlined their travel booking and empowered their teams on the road.

Huws Gray, in supplying building materials to trade and DIY customers from over 250 locations in the UK, faced significant challenges in managing a high volume of hotel and rail bookings. The central Operations team was overwhelmed with the tasks of making, amending, and managing bookings, along with handling payments across the company. This cumbersome process was time-consuming, inefficient, and caused delays and frustrations across the business.

The company's operations were hampered by an uncoordinated system that relied on multiple booking sites, various payment options, and cumbersome spreadsheets. This system not only led to operational inefficiencies but also affected the overall productivity and satisfaction of their field-based staff.

Acknowledging the importance of streamlining their processes, Huws Gray turned to Roomex for a solution.

## APPROACH

- **Consultation and roll-out plan**

Roomex began with a detailed consultation process to understand Huws Gray's specific needs and followed up with a robust deployment plan. This approach ensured a seamless transition, enabling employees to adopt the new system without disruption to their daily activities.

- **Empower travellers to book within policy**

The Roomex platform delivered a comprehensive solution that empowered individual staff members to manage their travel bookings autonomously, while keeping within the business's travel policy. The platform's ease of use, combined with the Roomex app and support team, facilitated a smooth transition from the old system.

## OUTCOME

According to Lyndon Johnson, Managing Director of Huws Gray, "utilising the Roomex platform has transformed our operations. The seamless booking process ensures efficiency and satisfaction combined with quality accommodation for our staff.

"The platform's excellent management information equips us with invaluable insights for strategic decision-making & cost control. Our staff have less down time having to manage their hotel bookings, giving them more quality time in front of our clients ... a win/win situation for everyone.

"I have to comment that it's been a game-changer for us and we wish you every continued success."

## CONCLUSION

### Roomex transformed the way Huws Gray manages travel.

Huws Gray's adoption of Roomex has revolutionised how the company manages employee travel, showcasing the platform's ability to deliver efficiency and strategic insights to their Operations team, while empowering their workforce.

**"Roomex has transformed our operations"**

*Lyndon Johnson, Managing Director*



## RESULTS

**+23%**

Travel policy compliance rate

**46 hours**

Saved per month



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