



All Roads Lead to Roomex for KN Group

KN Group is a leading provider of managed services for the telecommunications, roads infrastructure and power sectors in the UK, Ireland and internationally. The company has expanded rapidly in recent years, and with a growing number of engineers on the road, it became clear that it needed a better process for finding, booking, paying for, and managing hotel accommodation for its mobile workforce.

Procurement managers at the KN Group realised that existing disjointed processes to book and manage hotels were not sustainable as the company grew. At the same time, KN Group saw an opportunity to better manage costs, while duty of care was highlighted as a concern for its HR department.

KN Group management also wanted to improve visibility over the process, have a single place to consolidate and store all its travel information, and to easily generate reports on exactly how much it was spending on business travel every month.

Best Fit Solution

In 2014, KN Group looked at a number of travel management options. However, its particular needs were not well-served by traditional travel management companies (TMCs) – most of its workforce travel by

Problems solved with Roomex:

- Unified disjointed hotel booking process.
- Saved upwards of 10 minutes per booking.
- Gained full visibility on expenses, invoicing and spending.

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company vehicle, so they have no need to book planes, trains or car rentals.

It opted for Roomex, the hotel booking platform for your workforce. Roomex provides organisations with a fast, simple, and free, hotel booking, management and payment solution. For KN Group, Roomex combines the benefits of a TMC– service, reporting, cost control, and centralised payment– with the flexibility of an Online Travel Agent (OTA), and no fees.

“We tried other systems but when it comes to booking and managing hotel accommodation, Roomex delivers. We have been very happy with the platform over the past four years,” explained Richard Fitzpatrick, Group Procurement Manager, KN Group.

Time Saved is Money Made

KN Group now has access to the same hotels and rates across all its UK and Ireland offices. The Roomex solution has put an end to the need for cross-referencing, double-checks and the risk of booking outside of the standard recommendations.

“The biggest advantage for KN Group is that it saves our procurement team a huge amount of time in the booking process. Each booking with Roomex takes a minute or less; without Roomex it would have taken ten or 15 minutes,” said Fitzpatrick. Across hundreds of bookings a month, that’s a lot of time saved.

Like all Roomex customers, the KN Group was able to customise its Roomex portal to enhance its experience. For example, by analysing booking behaviour, and

common destinations, most frequently booked or favourite hotels are highlighted in the system to facilitate a faster booking process. It is also able to continue to take advantage of longstanding agreed rates with existing hotel partners.

“We have our own corporate negotiated rates with some hotels, and these are loaded into Roomex, which makes it very convenient, and we are confident that Roomex will get us the best rates elsewhere. It’s a one-stop shop for getting the best deals,” explained Fitzpatrick.

One Bill, One Payment

Visibility across the organisation has also improved. Roomex includes a reporting capability that enables KN Group to analyse and track its hotel spend and savings in real-time. “Roomex provides great visibility over hotel spend through its reporting functionality – it is a goldmine of information,” said KN Group’s Fitzpatrick.

On top of this, Roomex provides its customers with the facility to pay for all workforce hotel accommodation in a single consolidated monthly invoice. “As well as saving us a lot of administrative hassle, [single billing] significantly eliminates our exposure to credit card risk. There is always a security risk with credit card details and all the more so when you are working in remote areas,” concluded Fitzpatrick.

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