



# Pain-free route to smooth implementation

SAI Global

Case study



## The challenge

In the UK, Chris worked closely with Caroline Oxtoby, CWT programme manager UK&I, to ensure the transition from the incumbent TMC to CWT went smoothly.

The biggest challenge was around implementing an online booking tool for the first time and driving adoption of this among SAI Global's 370 UK-based travellers. The aim was to achieve 70 per cent online adoption within 12 months of going live in October 2017.

## The solution

Throughout implementation, a dedicated CWT project manager liaised with Chris weekly. They set goals for SAI Global to provide data and preferences to CWT so that the bespoke online booking tool (OBT) could be built to exactly match the business's needs. Chris led a change management project to introduce the Concur online booking tool and drive adoption. This comprised communication and training.

For those who missed the first training opportunity, a second session was offered and also recorded. Having seen the tool and been told the benefits, travellers agreed it was good and would save them time.

Employees were already using Concur's expense platform before the travel booking tool was added. The two integrate seamlessly as a one-stop shop. Having logged in, users click on one tab to complete their expenses and another to book travel.

Further support is provided by a designated CWT team who service complex bookings that are currently ineligible for online booking.



## FAST FACTS

### Industry

Business Travel

### Scope

Travellers embrace online booking as Carlson Wagonlit Travel collaborates with SAI Global on worldwide consolidation

### Result at a glance

- Successful implementation delivers consolidated reporting, visibility and improved leverage for future negotiations with suppliers
- Online adoption is at 66 per cent after first three months – nearly reaching first-year target

For **The results**  
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## The results

Adoption of the OBT has been a great success, with 66 per cent of all eligible bookings made online after only three months – nearly reaching the longer-term goal of 70 per cent after 12 months.

The business also has access to advantageous CWT rates and fares.

A strong relationship between CWT and SAI Global has been cemented through the smooth implementation, and Caroline and Chris will continue working together to drive bigger gains in future.

Chris added: “The biggest benefit is having one global platform – having that clarity and visibility of all travel and spend globally will enable us to negotiate better rates with vendors. And to add high quality, timely reporting is extremely valuable to use as a global organisation.”

He also praised the easy-to-use Concur booking tool: “It’s 2018, everyone should be using some kind of online tool – that’s the way forward of the travel industry.”

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## Contact

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