

**Demand more
from your travel
account managers**

from Corporate Traveller

Account management

We're the travel partner who thinks you should demand more



Luke

Head of Account Management

Years working in travel: 10

Travel programme advice: Putting trust in those booking travel to do the right thing rather than enforcing a strict policy, can often work in a business' favour

Expert in: Insight

Our pro-active approach to account management ensures we regularly review trends and opportunities with our suppliers where we hold fantastic working relationships to demand more for our clients. On the flip side the team are excellent problem solvers when the unexpected happens, and I'm always extremely proud of the dedication shown in getting results for our clients.

With an average of 16 years' experience in the travel industry, the team is well placed to share their knowledge and expertise to ensure our clients get the most from their travel spend. We are extremely passionate individuals working with clients to achieve their business goals while delivering savings to the bottom line.



Gary

Account Manager

Years working in travel: 11

Travel programme advice: Get to know the consultant booking your travel, they're the experts, so utilise their knowledge

Expert in: Service



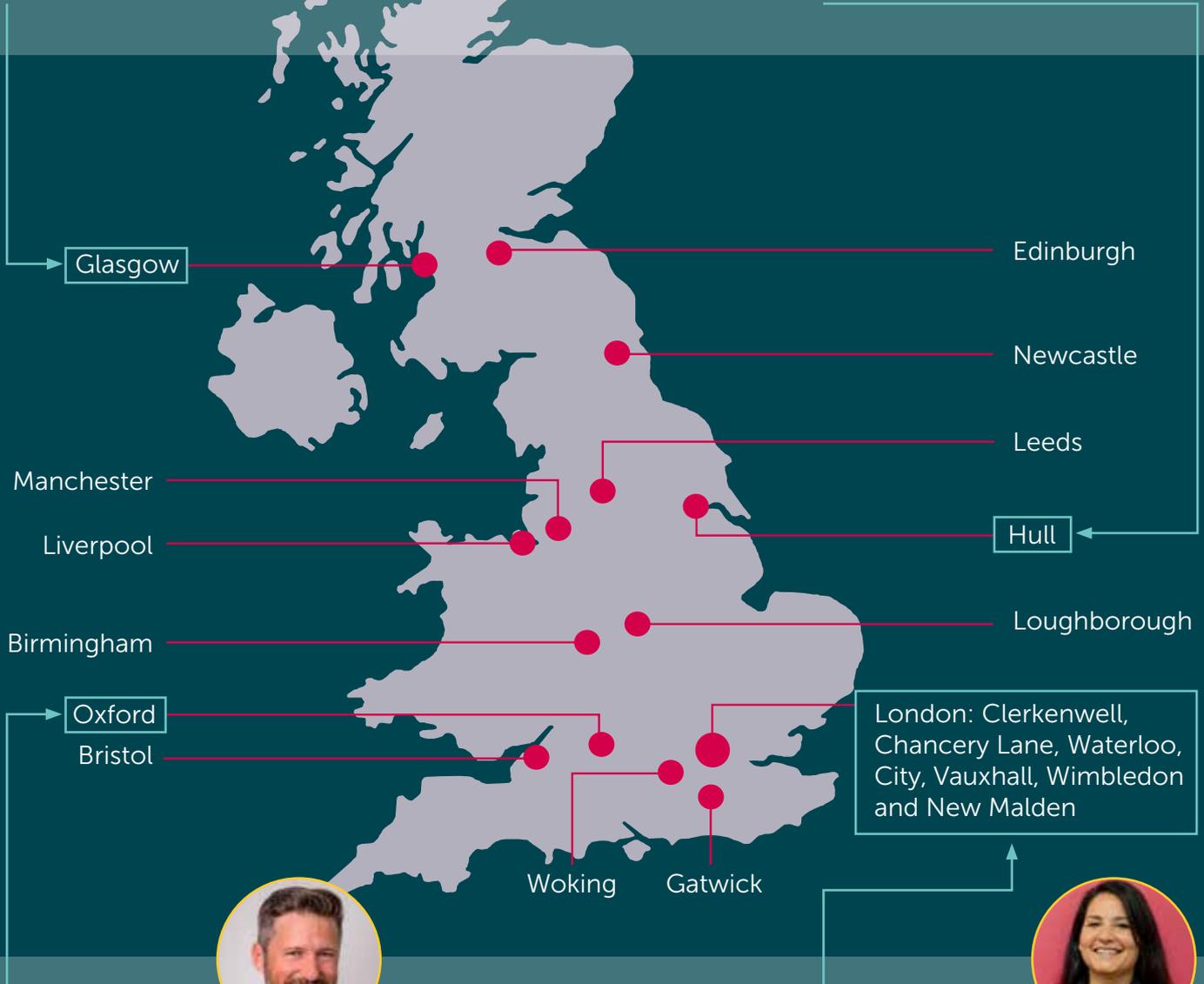
Lucy

Account Manager

Years working in travel: 26

Travel programme advice: Investing time together is key in making the partnership successful

Expert in: Savings



Peter

Account Management Team Leader

Years working in travel: 20

Travel programme advice: Influence your travellers to behave in a way that supports your travel policy

Expert in: Service



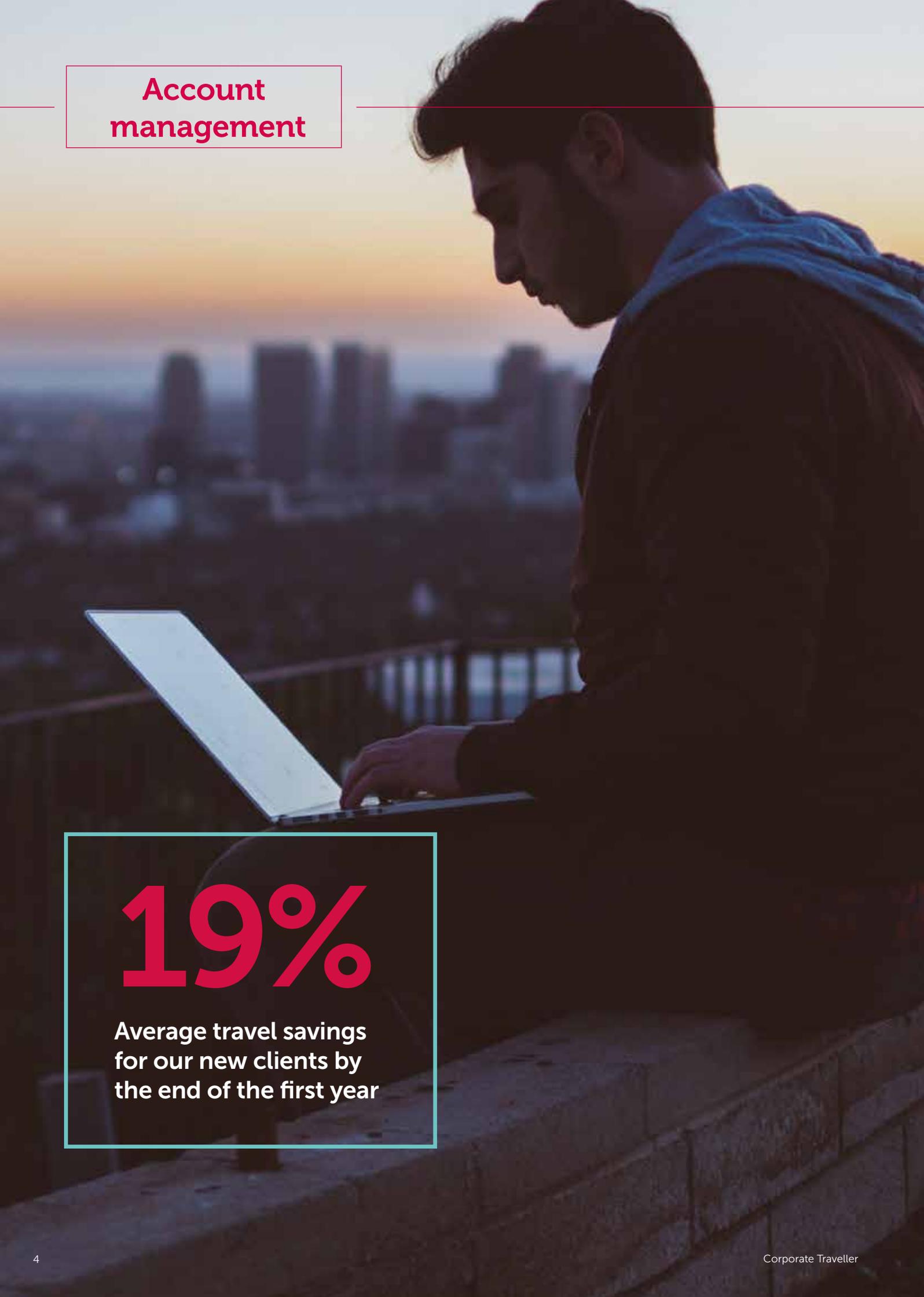
Myla

Account Manager

Years working in travel: 9

Travel programme advice: Have a senior member of staff manage a change in policy, a C-suite sponsor's important in getting a project off the ground

Expert in: Insight



**Account
management**

19%

**Average travel savings
for our new clients by
the end of the first year**

From cost management to colleague care or just keeping up to date on changes in legislation – navigating the world of corporate travel can be difficult. Without someone in your corner looking out for your travel needs, costs spiral, service deteriorates – and you end up getting less.

At Corporate Traveller we believe that you should demand more.

Our account managers are there to make sure that you do. By providing more insight into your travel and better service, they help you save money. And that makes for happier clients – ones that stay with us longer. It's mutually beneficial, so we encourage you to demand more.



More insight

A more intelligent approach to your travel

More service

A dedicated travel expert, fighting your corner

More savings

Delivering better value for you at every step

Get on the inside track

Demand more insight

How well do you understand your travel? Who spends the most and where do they do it? Which hotels give you the best preferred supplier rates? To get real value for money, you need to demand more from your travel partner.

Our account managers put you in the know. They give you strategic insight and bespoke information to improve your suppliers, get cheaper and better rates and help your colleagues travel buying behavior become more efficient.

They've got their ear to the ground. If there's a change to airline policies, baggage allowance, a new hotel on the block, or a new way to save money – they're the first to know. Which is information they pass straight into you.



12%

**Savings on air spend
in the first year
through insight driven
behavioural change**

Case study:

Giving data experts more insight

When software experts Matillion came to us, they needed to get to grips with their travel programme. There were no clear procedures in place for their travel, leading to inefficient booking behaviours and escalating costs.

We implemented some clear internal travel procedures – such as encouraging earlier booking – that streamlined and standardised behaviours. We also helped them understand which were the best hotels in key locations – helping them access more savings. And we also gave them new levels of insight into their people's whereabouts and wellbeing as they travelled – a key Duty of Care requirement for Matillion. Because even when you're data specialists, you can always draw more insight.

More service

Get an expert in your corner

You get more of what you want when someone's looking after your needs. It's about demanding more from your travel supplier.

Our account managers go into battle on your behalf – negotiating for you in the market and acting as your voice.

We pair your account with a sector expert. Someone with a personal touch who understands your needs. Who can get the type of travel that keeps your business flowing, even when difficulties pop up. They provide the best service, negotiate the best deals and ensure you benefit from Waivers and Favours and continually find new ways for you to get more from your travel.

97%

Not even a travel company likes saying goodbye

And with a 97% retention rate of managed accounts, we rarely do, our account managers focus on streamlining your travel and retaining your valued business.

6 years

Our account managed clients have been enjoying our high touch service for an average of 6 years.

And with regular review meetings, if your requirements change, our service can change just as quickly.

Of course, it's not completely selfless. We just know that the better the service, the happier you are, and the longer you'll stay.



Case study:

Keeping our head in the cloud

When a cloud-based IT services company came to us, their management team were hopping back and forth across the Atlantic at an eye-watering frequency. It was starting to take its toll.

Step in Matt Lucas, our incredible Account Manager. He got in touch with his contacts at Virgin Atlantic, immediately organising Gold Traveller status for their seven most frequent flyers. As well as giving them an enhanced experience, it's provided lower fares in comparison to some of the other trans-Atlantic carriers.

We may not be able to cut the time you have to spend travelling, but we can certainly make it smoother.

More savings

Demand a travel partner who makes the cut

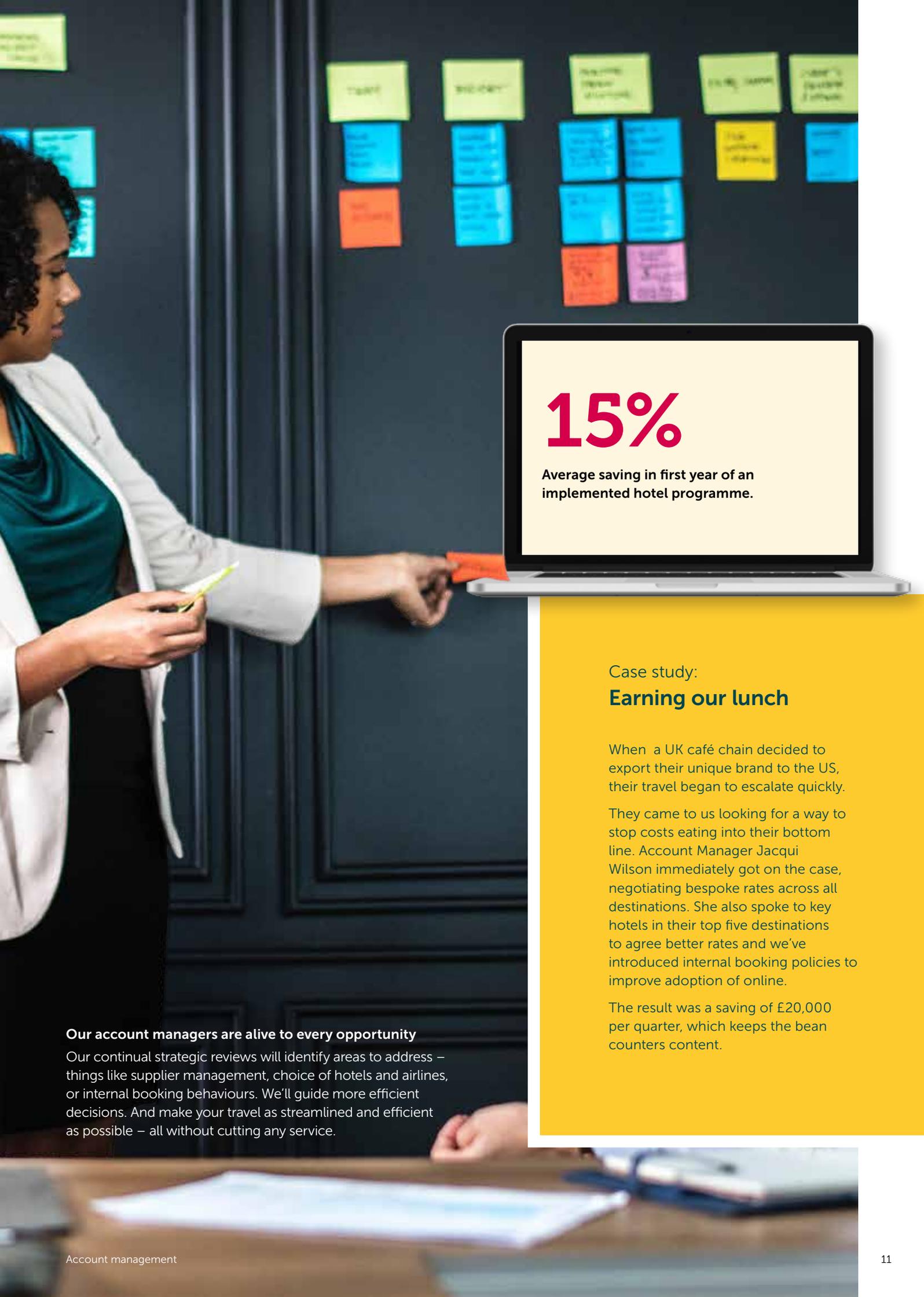
If your current account manager isn't working to cut your costs, you need to cut them. Because ultimately, that's why we're here – to give you more value and save you money.

£5m

Worth of waivers and favours delivered to account managed clients, from providing air and hotel upgrades to negotiating change fees

We use our power, reach and our account manager's expertise to negotiate better fares, new supplier deals and additional Waivers & Favours to improve value for you at every step. And where greater use of technology can save you more money or time – you'll be the first to know.

Because more often than not, what makes a saving for you is also a saving for us too.



15%

Average saving in first year of an implemented hotel programme.

Case study: Earning our lunch

When a UK café chain decided to export their unique brand to the US, their travel began to escalate quickly.

They came to us looking for a way to stop costs eating into their bottom line. Account Manager Jacqui Wilson immediately got on the case, negotiating bespoke rates across all destinations. She also spoke to key hotels in their top five destinations to agree better rates and we've introduced internal booking policies to improve adoption of online.

The result was a saving of £20,000 per quarter, which keeps the bean counters content.

Our account managers are alive to every opportunity

Our continual strategic reviews will identify areas to address – things like supplier management, choice of hotels and airlines, or internal booking behaviours. We'll guide more efficient decisions. And make your travel as streamlined and efficient as possible – all without cutting any service.

**Account
management**

0808 239 5096

corptraveller.co.uk/account-management