

Agricultural company delves into global travel needs and reaps more than \$3.6 million in savings

Challenge

BCD was brought on to provide a large manufacturer of agricultural machinery with better solutions, resources, and enhanced services to help identify savings in its global travel program.

Approach

BCD consulted the company on more than 30 topics and solutions, consolidated its travel program, implemented new technology, and trained employees to drive policy compliance and savings.

Results

- Implementation of a renewed global travel program
- Consistent global, regional and local TMC support
- Increased OBT adoption
- Streamlined processes
- More than \$3.6 million in savings

The customer at a glance

Industry: Agricultural machinery
Headquarters: United States
Presence: 100 locations worldwide with 25 subsidiary brands
Number of employees: 82,000
Annual revenue in 2023: US\$61.25 billion
Annual travel spend: US\$66 million



The company is a leading global manufacturer of agricultural machinery. With more than 83,000 employees across 100 locations worldwide, their travel leadership team sought to better understand the company's global travel needs. By teaming up with BCD, they worked to create a comprehensive travel plan that would reduce travel costs and increase efficiency through training and new technology.

Challenge

BCD's partnership with the global Fortune 100 company began in January 2023 as the company worked to identify its global and local travel needs. BCD was chosen over seven other travel leaders in the industry for its comprehensive staffing, service, advanced technology and data analytics. BCD worked from the ground up to develop a program that enveloped all aspects of corporate travel, from airfares to preferred hotels and beyond.

The company's goals were to:

- Identify global and local travel needs
- Work with the team to determine strategy and best practices
- Implement the most efficient technology
- Train staff and leaders on new travel technology
- Reduce current travel costs
- Work across international customs and lines

Approach

In order to take a deep dive into the company's global travel needs, BCD assigned a team of more than 50 leaders to consult the travel leadership team on over 30 topics and solutions. In less than three months, BCD developed a plan for the new program. More than 400 calls were held to help the company set up its program and encourage efficient usage. Over the next four months, the new travel program was implemented across 30 countries.

BCD engaged with travelers to reduce the company's costs through training and communication on:

- Using the new online booking tool (OBT)
- Booking preferred hotels to prevent hotel leakage
- Optimizing advanced air bookings to secure lower rates

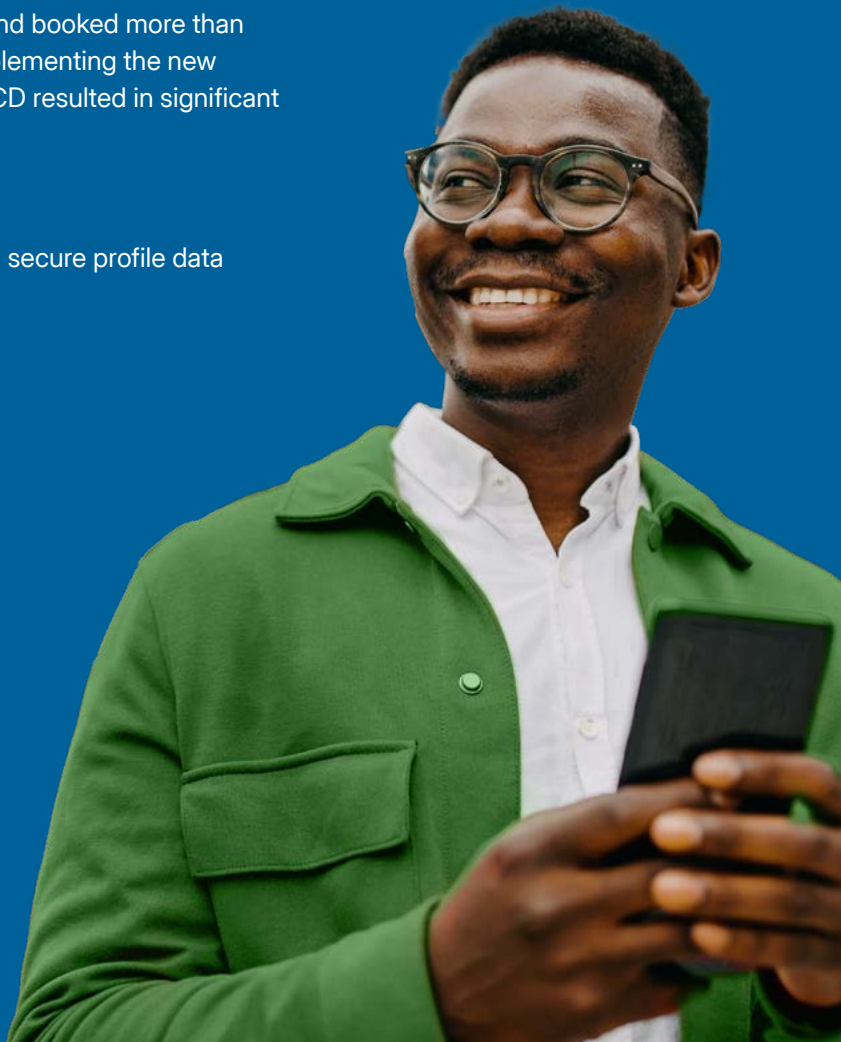
BCD implemented its proprietary trip management platform TripSource, and other key solutions including Concur Travel, GeoSure, virtual payment automation, credit card reconciliation, expiring ticket recycle program, air price assurance, and more.

Results

BCD services the global manufacturer in 30 countries and booked more than 63,000 transactions within the first six months after implementing the new program. Consolidating its global travel program with BCD resulted in significant benefits for the company, including:

- Increased TMC management and support
- Upgraded HR feed with cleaner, more accurate, and secure profile data
- A Global Travel SharePoint site for all things travel
- A company-branded OBT
- Increased OBT adoption to 67%, resulting in lower transaction fees
- Upgraded hotel management
- Lower hotel rates through reduced hotel leakage
- Lower airfares through increased advanced bookings
- Streamlined communication and (refresher) training sessions with employees
- Improved reporting and analytics
- Improved internal processes

During this time, the company realized more than \$3.6 million in cost savings.



US\$326K
savings on
transaction fees



US\$1.3M
savings
on hotel rates



US\$2.0M
savings
on airfares



US\$3.6M+
total
cost savings



The support and service we've received during our global implementation has exceeded all expectations. There is genuine care about providing us with the best service possible and the best program suited to our needs.

Supply Management Specialist, Global Travel Team
Agricultural company



There has not been one minute that we've ever questioned if we made the right decision with BCD. We are thankful for this team of rockstars – We are blessed to have BCD Travel as a partner.

Supply Base Manager
Agricultural company