

# Cardinal Health

Cardinal Health locks in lower rates on 77% of bookings with Price Assurance Technology



*U.S. health care company averages savings of \$44 per automatically rebooked hotel room and \$118 per rebooked air ticket. Travelers gain confidence in their corporate program and stop shopping around.*

## Challenge

Cardinal Health's travel team was under pressure on two fronts. To meet the U.S. health care company's financial targets, the team needed to show year-over-year savings and cost avoidance on supplier contracts. That was a challenge for a travel program that long ago had squeezed much of the potential savings from prices negotiated with suppliers.

The other pressure point was traveler confidence in those negotiated prices. Employees were doing their own shopping, comparing Cardinal Health's corporate rates for airline tickets and hotel rooms with the prices listed on consumer travel sites. But they didn't understand the underlying value the corporate program delivered, such as volume discounts or the ability to modify bookings without big fees. The time travelers spent shopping around reduced their productivity and created noise that distracted the travel team from their work.

The company turned to BCD Travel's Price Assurance Technology as a solution.

## At a glance

**Challenge:** Cardinal Health wanted to boost savings and traveler confidence in air and hotel prices.

**Approach:** BCD Travel's Price Assurance Technology automatically locked in lower rates.

**Results:** In 2018, Cardinal Health benefited from:

- Booking lower room rates on 77% of hotel bookings
- Saving US\$44, on average, on each automatically rebooked room
- Booking lower airfares on the same flights 2.5% of the time
- Saving US\$118, on average, on each automatically rebooked ticket

## Key BCD Travel products

**Air Price Assurance**

**Hotel Price Assurance**

## About Cardinal Health



Headquartered in  
**Dublin, Ohio**



**50,000**  
employees



Operates in  
**46 countries**



**US\$137 billion**  
in revenue for fiscal  
year 2018

**“Now we have solutions that bring our program additional savings, and we aren’t having to lift a finger. BCD Travel’s Price Assurance Technology gives our travelers confidence that Cardinal Health is getting the best rates all the time.”**

— Jill Huffman, Global Travel Senior Manager, Cardinal Health

## Approach

**Air Price Assurance** came first, with a rollout companywide in 2014. The solution provides the best airfare at the time of booking and then automatically looks for lower fares after booking. Cardinal Health Global Travel Senior Manager Jill Huffman immediately saw the potential. “We are a small team, but even if we were a 20-person team, we would not have the bandwidth to track every air booking for a price drop,” she said.

Cardinal Health educated travelers about the benefits of Air Price Assurance, and travelers saw the positive effects. They received emails detailing the savings that Air Price Assurance found on their flights without any other changes to their itineraries. They were booked on the same flights, in the same cabin classes, even in the same seats—but at better prices.

After the success of Air Price Assurance, Cardinal Health jumped on the chance to implement **Hotel Price Assurance**. BCD’s price-monitoring technology automatically rebooked rooms when rates dropped before the room-cancellation deadline. Travelers got the same hotel—and usually the same room—but, again, at a better price. Emails alerted them to the savings.

“BCD Travel’s Price Assurance Technology gives our travelers confidence that Cardinal Health is getting the best rates all the time,” Huffman said.

## Results

In 2018, Hotel Price Assurance found lower room rates on 77% of Cardinal Health’s hotel bookings—producing an average savings of US\$44 per automatic room rebooking.

The company locked in lower airfares on the same flights 2.5% of the time and averaged savings of \$118 per automatically rebooked air ticket by using Air Price Assurance.

Huffman is able to report ongoing air travel savings that align with Cardinal Health’s cost-reduction targets. “Air Price Assurance drives savings on carrier pricing that our finance leaders want to see,” she said.

Hotel Price Assurance enables Huffman to seize opportunities in today’s dynamic hotel market. When room rates fluctuate in a given market, Hotel Price Assurance tracks the ups and downs and grabs better rates, if they’re available.

“Now we have solutions that bring our program additional savings, and we aren’t having to lift a finger,” said Huffman, who is working with BCD to expand Price Assurance Technology to travelers in Australia.

“We are moving fast, and BCD gives us innovative tools that look ahead,” she said. “It’s really beneficial to have a partner who knows what you need and can stay one step ahead.”

For more information, visit [bcdtravel.com](https://bcdtravel.com).