

# Balance control and online adoption rate with Egencia



One of the largest branded footwear retailers in Canada wanted to make their travel program more efficient and signed with Egencia.

## The Challenge

To balance control of bookings and encourage the online adoption rate of employees who travel.

## The Results

Of the 160 employees in the head office, and nearly 4,000 nationwide, there are approximately 50 regular staff who travel for business, mostly to the USA. On top of that are store managers who may not travel often, but when they do, require assistance with hotel bookings and flights. The manager of the corporate office took on the added responsibility of travel management in August, 2016. Despite a full plate, she is yet

to feel overwhelmed. This is because of the accessible, informed and “delightful” account support she has received from Egencia.

It also helps that the online adoption rate of those employees who travel is sitting pretty at 95%. The digital centralization of all reporting, plus the ability to track all travel, keeps things organized and chaos at bay. Now, all flights are paid for by a central billing card which gives the business traveller one less thing to worry about when it comes time to do their expense reports.

“Everyone is time poor these days,” explains the new travel manager. “This saves time from having to make multiple phone calls and checking multiple websites just to take one trip.”

**“I am very satisfied with the support of our Egencia Account Manager. She is always polite, accessible, informed and delightful.”**

Each month, the travel manager pulls three reports from Egencia - an Air Sales Tax Detail report, an Air Booking report and a Credit Card Fee Transactions report. She also pulls a report from the company's credit card company and sends directly to finance, who in turn does a comparison to see who spent what and where.

Better still, beyond controlling costs, the company has a published policy in place that they can be sure is enforced via Egencia's platform. Indeed, with Egencia's TripController tool, compliance happens naturally. The travel manager feels secure in knowing that the parameters and guidelines loaded within the system ensure that nobody can book outside of policy. Should anything happen that needs to be flagged, she receives an alert; she can forward this onto whoever is in charge or, if appropriate, approve it herself.

The company's internal embrace of Egencia's online system has saved not only the travel manager time, but also each and every travelling employee. TripController, meanwhile, keeps everyone in check and feeling secure.

## About Egencia

Launched in 2002 as Expedia Corporate Travel, Egencia has become the fifth largest travel management company in the world as a result of its commitment to delivering a higher standard of corporate travel service and innovative technology. Egencia's success is directly attributed to their customers' ability to move their businesses ahead, through their valued relationships with Egencia and more importantly, its people. Lead by an experienced, forward-thinking management team, Egencia has continued to expand its offering of intuitive online tools and comprehensive agency services while maintaining its reputation for superior customer service. With global operations already spanning 39 countries worldwide, Egencia is ready to meet your company's travel needs anywhere and at any time, with the consistent level of superior service your employees deserve. For more information, please visit [egencia.ca](http://egencia.ca) or follow us on Twitter [@Egencia](https://twitter.com/Egencia).

**"My favorite thing about Egencia is that it's so easy to use for both me and my travellers."**

Advice for New Travel Management Professionals:

**Choose a travel management tool that is easy to use, and that provides the 24/7 support by experienced and helpful agents.**