

Avmor gains control over its travel spend and improves efficiency by starting a managed, efficient travel program with Egencia.



Founded in 1948, Avmor is Canada's leading provider of professional cleaning solutions. Avmor's innovative products and cleaning programs promote efficient and sustainable practices that exceed performance expectations. Avmor believes that maximizing business revenues should not compromise compliance with sustainability and quality standards. Avmor's practices encompass a commitment to health and community. This includes ensuring safer cleaning solutions and proper training and education for safe handling of products that contain less harmful chemicals for a healthy clean.

Headquartered in Michelin Laval, Quebec, there are more than 100 employees across Canada.

The Challenge

Avmor needed an efficient tool that would allow them to better manage and track travel spend, while also allowing employees to book their own travel with ease and automate the reporting process.

The Solution

In their quest to find a solution that was suitable for both travelers and management, an employee who had previously worked with Egencia suggested the online tool. In September 2016, Avmor launched their travel program with Egencia.

Avmor's management executives quickly saw the potential of Egencia and immediately liked how user-friendly the tool seemed. Understanding that implementing any change within a company can take some time and cause hiccups, Avmor benefited from the expertise of Egencia's implementation team. Together, they scheduled tool training for all relevant employees and the lines of communication were kept continuously open to encourage a smooth transition. The joint efforts contributed to the success of the implementation. In fact, the adoption rate for the online travel program by Avmor's travelers reached 93% during the first month.



Support Satisfaction in any language:

Throughout the implementation process we felt looked after, with all our questions answered precisely and quickly by our Egencia Account Manager.

ANNIE MARCHILDON
Executive Assistant to
the President, Avmor Ltd

Corporate Guidelines, Efficiency and Duty of Care

The immediate benefit of signing up with Egencia was that they were able to create a formal travel and expense policy with clear and precise corporate guidelines.

Avmor's travelers came on board when they saw how easy it was to access their flight itineraries, hotel and car reservations, as well as their receipts all in one place, via Egencia's phone application.

Indeed, one of the key benefits to having such a program now in place is how efficient booking travel is for everyone. At the beginning of the implementation, all travel requests had to be approved by direct supervisors in order to monitor policy compliance by the travelers. After 4 months of using Egencia's dashboard and online reporting tool, the travel manager could report back to the Executives with insightful and actionable data, which led to an update of the approval process. Avmor travelers no longer need to have systematic approval from their supervisors. All trips within policy are automatically booked without approval. The reliability of Egencia's online booking tool and the accuracy of the reporting tool saved Avmor time and money.

Post business trip, efficiency is still the name of the game. Travelers have fast and easy access to receipts through their Egencia profile which, in turn, fast tracks the expense reporting process for hotel and car reservations. As for costs associated with air travel, Avmor's travel manager has access to all information via the online reporting tool. With the quick click of a button, she can see all charges made on the corporate credit card in one place. Each month, she pulls this information and sends directly to the accounting department; a process that used to take hours and now takes only five minutes.

Arguably, more important than this considerable time-save is the fact that Avmor now has a practice in place to ensure duty of care to traveling employees. Before using Egencia, Avmor's travel manager couldn't tell you where travelers were from one day to the next as they were individually booking their own trips via different platforms. Now, Avmor has more insight into where their travelers are scheduled to be and can more easily reach out to them. In fact, because of Avmor's new

travel program, all traveling employees can be certain their employer will be quick to respond should anything happen on their travels. For Avmor, employee safety comes first and Egencia's travel alerts means management can react in a timely manner should something go wrong. This gives everyone peace of mind.

Transparency and Cost-Savings

A few months in since launching with Egencia's online booking tool, Avmor's travel manager did a presentation at the national sales meeting. Upon seeing the data pulled from Egencia's reporting tool, the representatives and management team were all amazed by what they saw. With a breakdown of where money was spent in each different travel category, they could see the saving opportunities.

These savings opportunities are made so visible via Egencia's tools, that Avmor's management can now keep track of costs to ensure travelers stay within budget and no one needlessly overspends. Egencia provided Avmor's travel manager with the data required to better negotiate corporate agreements with hotels across Canada, which resulted in considerable savings for the organization.

Avmor's travel manager believes it is important to be able to educate travelers on how much they are spending and ensure they realize the difference between travel for leisure and travel for business. Egencia gives her the information needed to really drive a point home. In fact, the dashboard that the team logs into via Egencia is so comprehensive, yet so user friendly, it didn't need to be customized. A favorite feature is the alert the travel manager receives that informs her if any traveler is booking outside of corporate policy – a non-refundable room, for example. A notification is now in place that warns employees not to book these rooms, in turn saving everyone time (in having to rebook) and money (should a last minute cancelation occur.)

In her own words, the travel manager explains.

"At the moment our focus is on better understanding our travel spend and soon

Our favorite thing about Egencia is how easy it is to use for all of us. We are also thrilled by the French and English support that Egencia provides 24/7.

ANNIE MARCHILDON
Executive Assistant to
the President, Avmor Ltd

we will be able to focus on implementing cost saving opportunities. For the first year the goal is to better educate our travelers on using the online booking tool more efficiently and next year the goal is saving money.”

Avmor is pleased to confirm that in one year they have saved both time and money thanks to Egencia.

About Avmor

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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 or follow us on Twitter [@Egencia](https://twitter.com/Egencia).

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