



TL365

## **CASE STUDY:**

ENHANCING CORPORATE  
TRAVEL THROUGH A TRAVEL  
MANAGEMENT COMPANY

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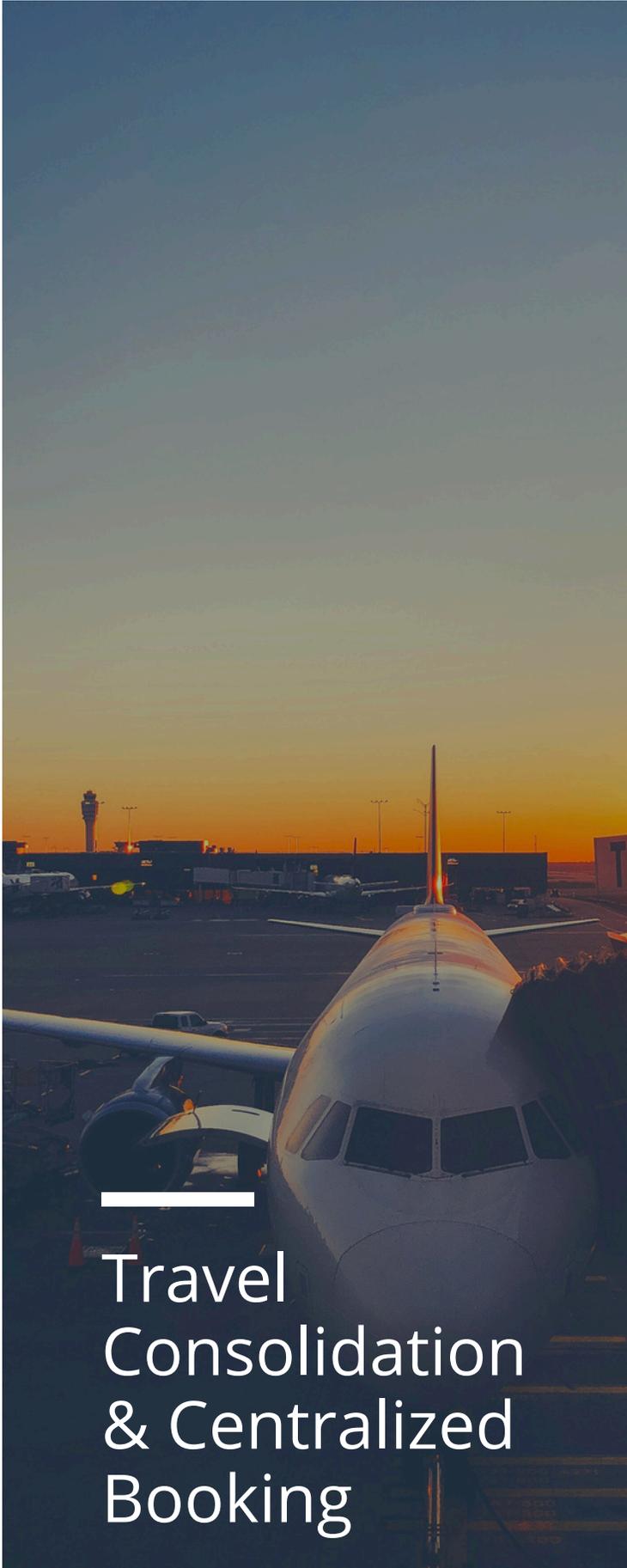
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This case study investigates the transformative impact of partnering with TL365, an award winning Travel Management Company (TMC), and a mid-sized consulting firm known for its frequent business travel. By focusing on integrating advanced technology and ensuring travel agent availability, this case study demonstrates quantifiable benefits in traveler satisfaction, response time improvements, and overall administrative ease. Detailed below is the journey that this consulting firm undertook, following the framework of situation, complication, resolution, and outcomes.



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## Travel Consolidation & Centralized Booking

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## SITUATION: OVERCOMING KEY TRAVEL MANAGEMENT PAIN POINTS

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Prior to engaging with a specialized TMC provider, the consulting firm faced several pain points that hindered their business travel experience. With a dispersed travel policy and a rigid, outdated booking system, the company was struggling with the following challenges:

- **Inadequate Travel Technology:** The outdated corporate booking tools lacked essential features such as mobile access, real-time itinerary updates, and integration with expense management systems.
- **Limited Support Accessibility:** Travelers were often left to navigate through unforeseen travel challenges without immediate assistance, as the in-house support was available only during standard business hours.



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- **Fragmented Processes:** The manual reconciliation of travel-related expenses led to delays and increased administrative overhead, impacting both efficiency and cost control.
- **Low Traveler Satisfaction:** Inconsistent service levels and inefficient booking processes resulted in low traveler satisfaction rates, and employees expressed dissatisfaction with the cumbersome booking and reimbursement procedures.

Business objectives were clear: improve the overall traveler experience, reduce administrative burdens, and drive down overall travel costs while maintaining policy compliance. The company sought a solution that could revamp its travel management processes by integrating technology, ensuring 24/7 support, and streamlining expense integrations—all while providing a more personalized and streamlined service for their employees.



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# COMPLICATION: THE CHALLENGES OF A FRAGMENTED TRAVEL MANAGEMENT PROCESS

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The consulting firm's reliance on legacy travel management practices created a cascade of complications. The most acute issues included:

- **Inefficient Booking Processes:** Without a mobile-centric booking platform, employees had to rely on desktop systems, often resulting in delays when booking urgent travel arrangements or accessing updated itineraries on the go.
- **Slow Response Times:** The absence of a dedicated 24/7 support team meant that any travel disruptions, such as last-minute flight changes or cancelled connections, were managed reactively with long response times. This led to significant stress and lost productivity for traveling employees.



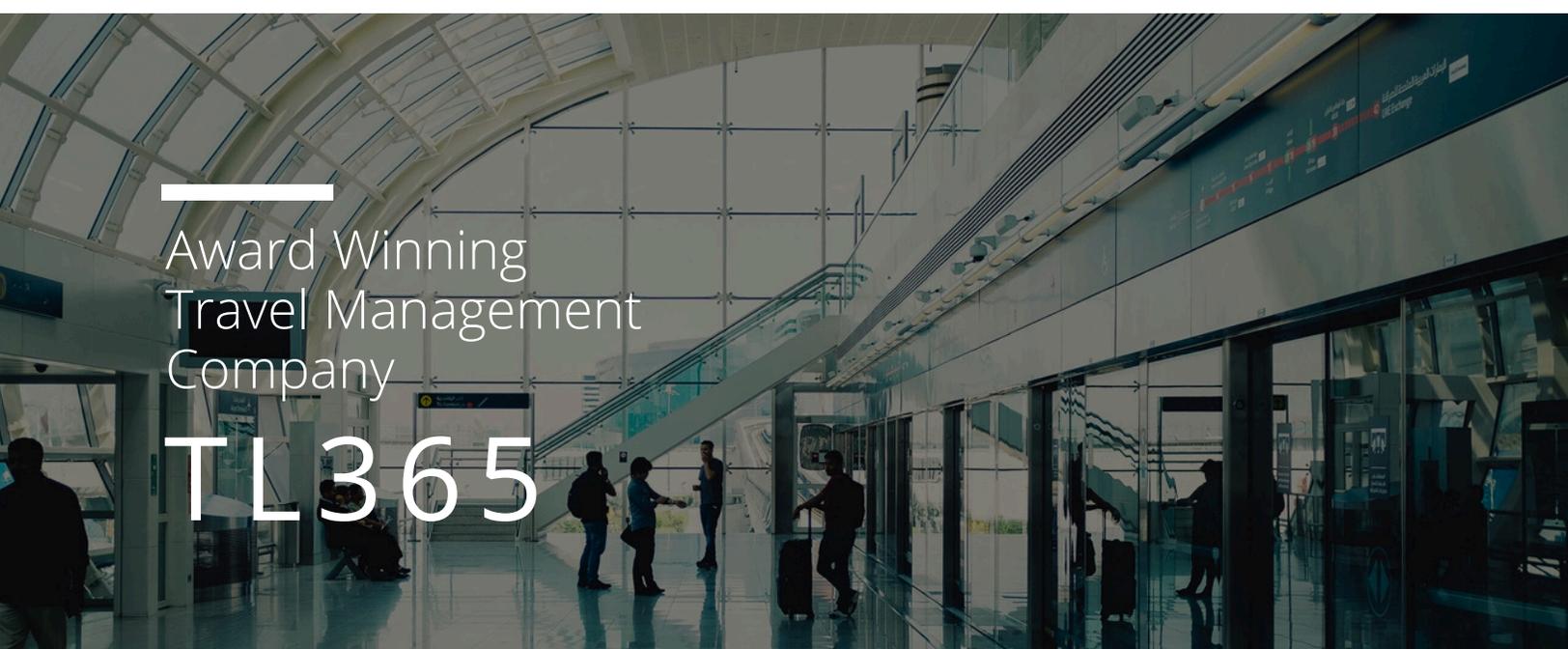
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- **Expense Management Hurdles:** The manual expense reconciliation process caused delays in reimbursements, making it difficult for employees to manage out-of-pocket expenditures. This inefficiency further contributed to low overall satisfaction with the travel program.
- **Lack of Data Integration:** With multiple systems handling booking, expense management, and support, the fragmented process lacked centralized data analytics. This made it challenging for management to track key performance indicators, such as traveler satisfaction rates and response times, thus hindering strategic decision-making.

The combination of these complications resulted in an environment where employees felt disconnected from the travel process, and management was unable to gain accurate insights into travel performance. Importantly, the efficacy of the corporate travel program was stifled by operational inefficiencies, and there was an urgent need to integrate scalable technology solutions that could address these shortcomings.



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# RESOLUTION: IMPLEMENTING TMC SERVICES AND TECHNOLOGICAL SOLUTIONS

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In search of a comprehensive solution, the consulting firm partnered with TL365, a Travel Weekly Power List Travel Management Company, specializing in technology-driven travel services. TL365 offered a package that centered on three primary technological features:

- **Mobile Booking Platform:** A state-of-the-art mobile application allowed employees to book flights, hotels, and rental cars from their smartphones. This platform featured real-time itinerary management and immediate access to travel updates, drastically improving convenience and efficiency.



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- **24/7 Agent Support:** Recognizing that travel issues do not conform to traditional business hours, TL365 provided round-the-clock support. Dedicated travel agents were available at any time, ensuring that travelers received immediate assistance during emergencies such as flight cancellations, weather disruptions, or changes to last-minute itineraries.
- **Expense Integration and Automation:** Integration between the mobile booking tool and the firm's expense management system ensured seamless capturing of travel expenses. Automated data consolidation not only reduced the manual reconciliation workload but also improved accuracy and speed in the expense claim process.

During the initial 12-month implementation period, the consulting firm underwent a comprehensive overhaul of its travel management process. The implementation was divided into several key phases:

- **Phase 1 – Needs Assessment and Strategy Design:** A detailed review of current travel processes was conducted. Key metrics, including traveler satisfaction rates and response times, were documented to serve as a baseline for future comparison.
- **Phase 2 – Technology Integration:** The mobile booking platform and expense management tools were deployed. This phase involved tailored training sessions for employees, ensuring smooth assimilation of the new systems, and a phased rollout strategy to minimize disruptions.

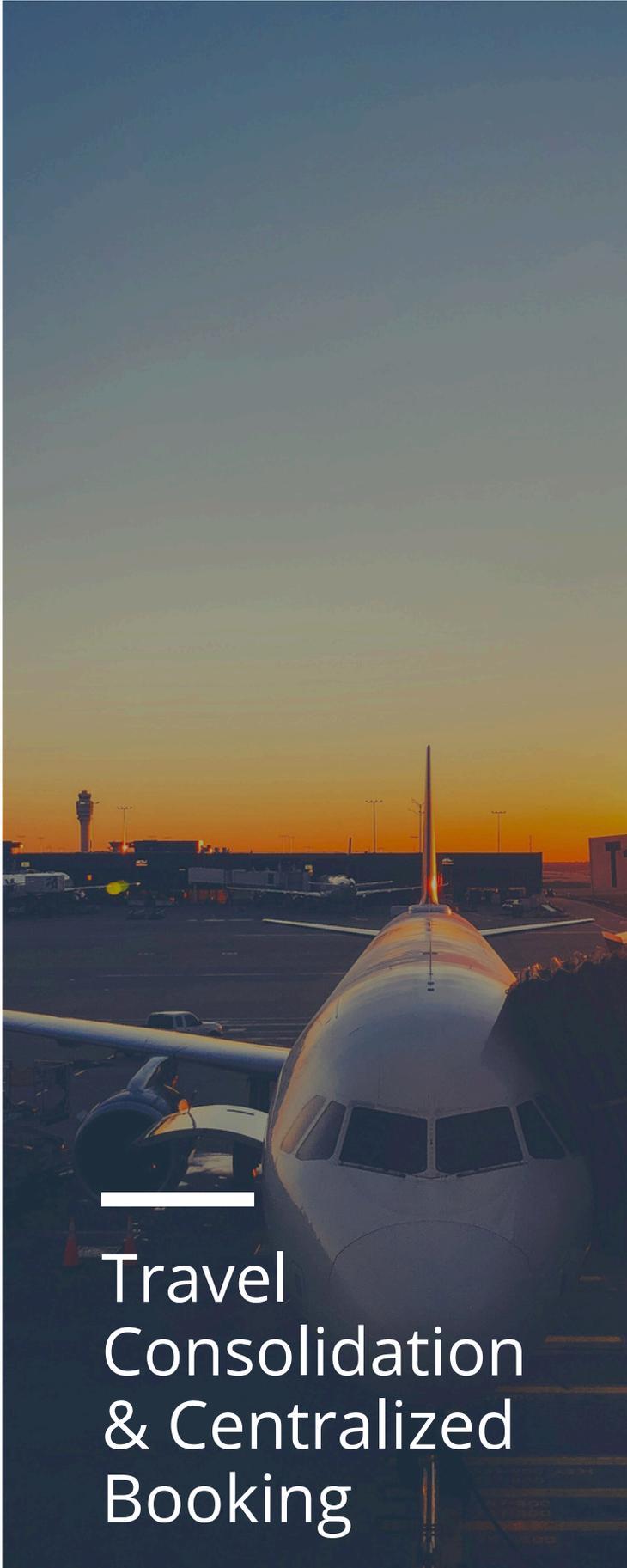


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- Phase 3 – 24/7 Support  
Implementation: A dedicated support center was established offering continuous assistance. This phase focused on establishing rapid response protocols and clear escalation paths that ensured timely resolutions to travel issues.
  - Phase 4 – Post-Implementation Review: The firm conducted regular assessments and collected feedback from frequent travelers to gauge the effectiveness of the new travel management system. Specific metrics such as average response times and traveler satisfaction surveys were used to measure progress.

This holistic implementation not only addressed the traditional pain points but also created a robust travel management ecosystem that was proactive, data-driven, and centered on the traveler experience. Advanced analytics were integrated to provide real-time insights into travel spend, efficiency gains, and compliance with corporate policies, setting the stage for ongoing improvements.



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## Travel Consolidation & Centralized Booking

## OUTCOMES: QUANTIFIABLE BENEFITS AND SUCCESS STORIES

After a full year of utilizing TL365 services, the consulting firm witnessed remarkable improvements in several key areas:

### **Traveler Satisfaction**

One of the most significant metrics was the improvement in traveler satisfaction. Baseline surveys taken at the outset revealed a satisfaction rate of 62%. Upon completion of the 12-month period, post-implementation surveys showed a remarkable increase to 88%. These improvements were attributed mainly to the convenience of the mobile booking platform, which enabled employees to quickly access travel options and updates, and the accessible 24/7 travel support that reduced stress while traveling.



C Level, Road  
Warrior and  
Infrequent  
Traveler Buy-In

## Response Time Improvements

The establishment of a dedicated 24/7 support center brought about a dramatic reduction in response times for travel disruptions. The average response time for critical travel issues dropped from approximately 45 minutes to less than 10 minutes, ensuring that travelers were not left stranded during emergencies. This reduction in response time contributed significantly to a lower rate of travel disruptions and rebookings, ultimately saving both time and money for the company.

## Expense Management Efficiency

The integration of the expense management system with the mobile booking platform automated much of the manual labor previously required to reconcile travel expenses. Statistics collected during the post-implementation review indicated a 70% reduction in the time required for expense processing. This achievement had the dual benefit of reducing administrative overhead and accelerating reimbursement cycles, which in turn enhanced overall employee satisfaction.

## Cost Savings and Business Impact

Aside from improvements in efficiency and satisfaction, the advanced analytics provided by TL365 allowed the consulting firm to identify new opportunities for cost optimization. Detailed spend analysis and predictive analytics enabled informed renegotiation



Frictionless Travel  
Experiences:

TRAVEL RISK  
MANAGEMENT

of vendor contracts and more effective management of travel policies. As a result, the company realized a 15% reduction in overall travel spend compared to the previous fiscal year, showcasing the financial benefits of a structured and technology-enhanced travel program.

### **Success Stories from the Field**

Throughout the 12-month period, several noteworthy success stories surfaced. One such example involves a critical client engagement that required last-minute travel arrangements. An executive, scheduled to attend an important meeting in another city, encountered an unexpected connection cancellation. Thanks to TL365's 24/7 agent support, a new itinerary was arranged within minutes, allowing the executive to attend the meeting without delay. The customer's commendation of the seamless travel

experience further reinforced the effectiveness of the new system. Another story highlighted how the mobile booking platform allowed employees to manage their trips efficiently even when away from their desks. In an era where flexibility is paramount, the ability to manage bookings through a mobile device not only catered to the dynamic schedules of the firm's consultants but also reduced the number of administrative errors and last-minute changes.



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C Level, Road Warrior and Infrequent Traveler Buy-In

**Before-and-After Comparison of Travel Management Processes**

A comparative analysis of the travel management processes before and after TL365's implementation offers clear insight into the scale of improvement:

	Before TL365	After TL365
Traveler Satisfaction Rate	62%	<b>88%</b>
Average Response Time	45min	<b>2min</b>
Time for Expense Reconciliation	High manual effort with delays	<b>Automated process with 70% reduced processing time</b>
Overall Travel Spend		<b>15% Reduction</b>

These metrics underscore not only the efficiency gains but also a marked improvement in how travel-related challenges were managed on a day-to-day basis. The statistical evidence aligns with the narrative feedback from employees who consistently highlighted the improved travel experience as a major factor in both personal productivity and overall job satisfaction.

## CONCLUSION: A FUTURE-READY TRAVEL MANAGEMENT MODEL

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The transformation of the mid-sized consulting firm's travel management process demonstrates the significant potential of leveraging technology and dedicated support in the corporate travel environment. The integration of a mobile booking platform, 24/7 travel assistance, and automated expense integration has created a robust, efficient, and user-friendly travel management model that not only addresses historical pain points but also sets a new standard in traveler experience. The success stories and quantifiable benefits outlined in this case study serve as a testament to the value delivered by a comprehensive TMC service, and TL365's ability to deliver superior results for managed corporate travel customers .



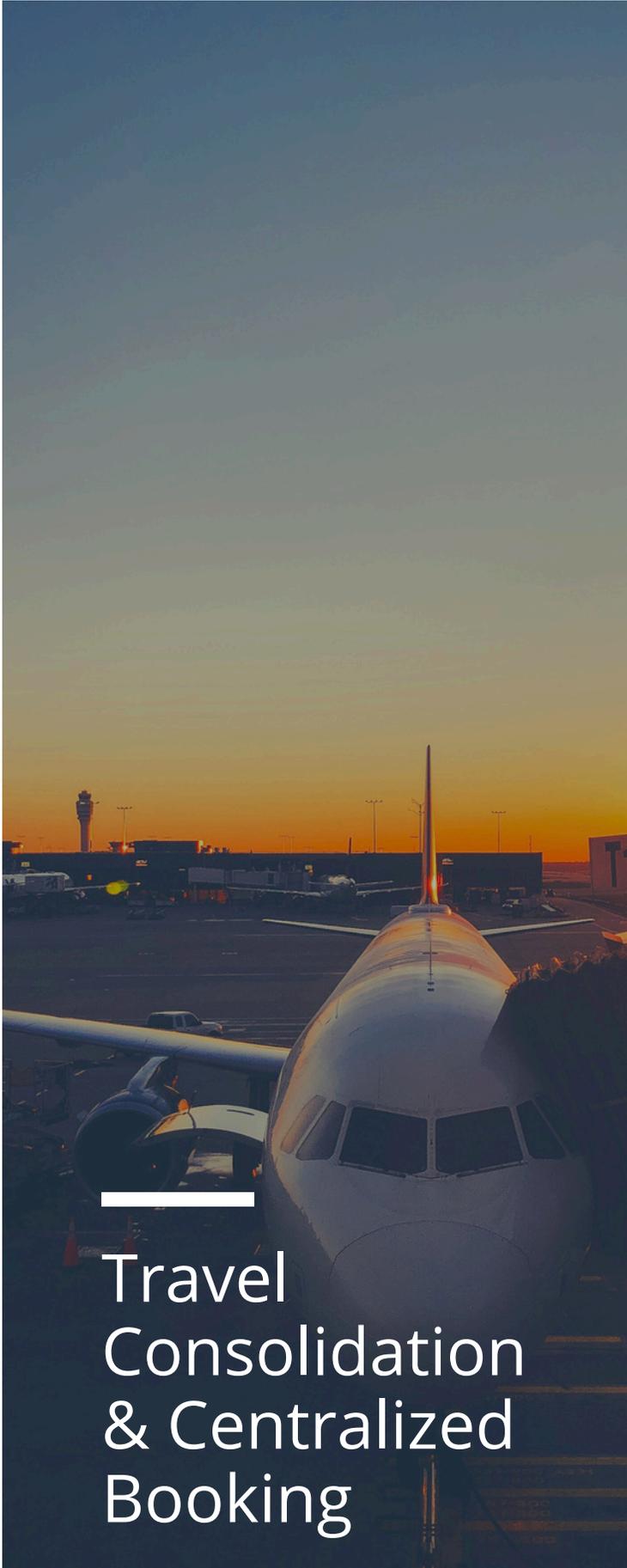
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Corporate travel is evolving rapidly, and the firm's experience highlights the importance of forward-thinking solutions to meet the demands of modern business travel. As travel becomes increasingly complex and dynamic, having a partner who can provide both technological sophistication and immediate human support is paramount. The success in reducing response times, enhancing traveler satisfaction, and achieving cost savings demonstrates that the right travel management strategy can turn operational challenges into opportunities for growth and competitive advantage.



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Travel  
Consolidation  
& Centralized  
Booking

## Invitation for a TMC Capability Demonstration

If your organization is looking to optimize your travel management processes, enhance traveler satisfaction, and drive measurable business outcomes, we invite you to schedule a demonstration of our TMC capabilities. Come see firsthand how our advanced travel technology, combined with dedicated 24/7 support, can transform your corporate travel operations and empower your employees to travel with confidence and ease.

Contact us today to arrange your personalized demonstration and take the first step toward a future-ready travel management solution.



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