

# Apotek 1 and Egencia achieve savings success

Procurement Manager for Apotek 1 Gruppen AS in Norway, Atle Øiseth, believes it is important to set a good example before asking employees in over 350 pharmacies to book their travels themselves.

We are travelling more than before, says Atle Øiseth, who since 2012 has been responsible for procurement and savings for the pharmacy chain 'Apotek 1' in Norway. He admits that he likes to be in control, and appreciates that Egencia as a business travel agency gives him a comprehensive overview of the travel spend and savings for a total of pharmacies across Norway.

## PROMOTES MODERN TECHNOLOGY

Øiseth explains that he sees a similarity between Apotek 1 and Egencia when it comes to the digital venture. Among other things, the HR system has been chosen to integrate with Egencia's platform. Furthermore, he emphasizes that Apotek 1 views Egencia as a major and credible player with a user interface that is easily recognizable from the platforms of Expedia and Hotels.com, where the staff often book their private trips.

This interface helps to cut the umbilical cord to what we know as the traditional travel agency. The process of booking business trips is now far less manual than a few years ago.

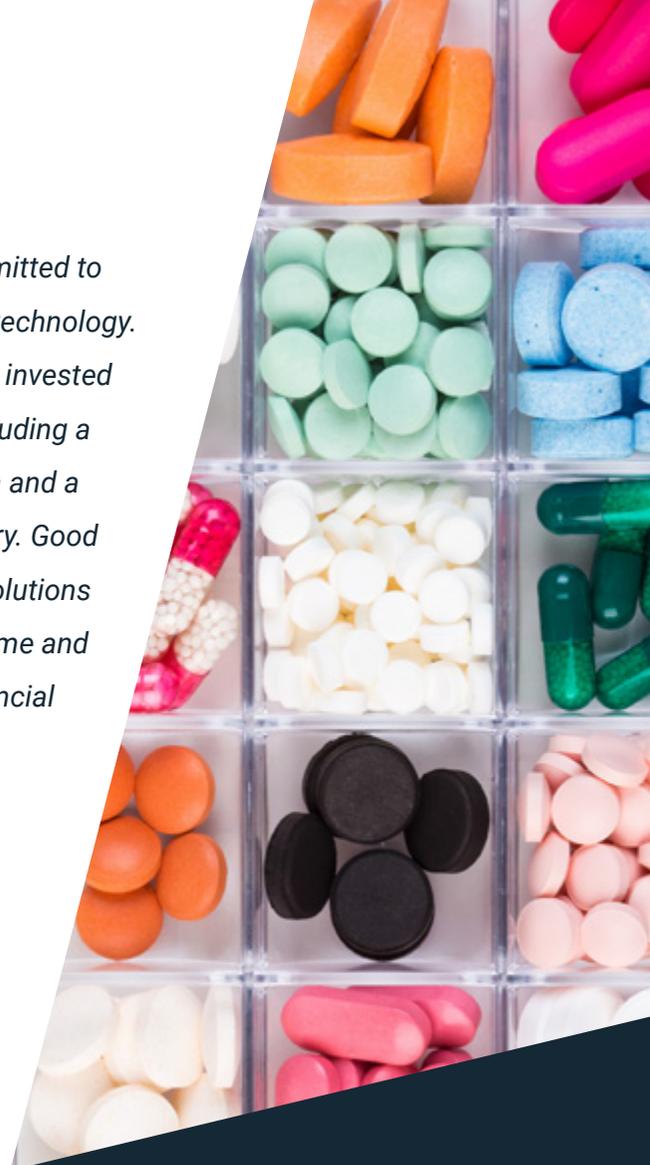
## INCREASED SAVINGS WITH ONLINE BOOKINGS

“ My main task is to save money for the company and make sure that the solutions are as efficient and stable as possible. Unlike earlier, when the secretary called the travel agency to book the trip, Apotek 1 now has changed the attitude of the employees. Most of the travel activities must now be booked by the traveller him- or herself directly in the portal, says Øiseth.

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*Apotek 1 is committed to promoting modern technology. Recently, we have invested heavily in IT, including a new HR system and a digitized inventory. Good technological solutions helps us save time and increase financial savings.*

 **APOTEK 1**



Together with Account Manager in Egencia, Jens Karlsson, Apotek 1 is heading for a goal of 80% of all travel activities to be booked via Egencia. Karlsson presents monthly reports to visualize this development.

“ Internally in Apotek1, the main office are most used to booking online. Øiseth points out that he and Karlsson have put together a long-term plan on how to increase the online bookings from the local pharmacies; and the chain has a target of 80% by the end of the first half of 2018.

Øiseth points out that such a change of attitude must also be secured in management, and that the support from the CEO of Apotek 1 has been invaluable in this process. In addition to this, internal communication has also played an important role in the communication of the internal changes for Apotek 1. Regular news reports are published on Apotek 1's intranet to keep employees updated on any changes that have been made.

## PROFITABLE PLANNING

An important guideline Apotek 1 has introduced in its staff manual, is a travel policy that provides recommendations that all travel activities must be booked through Egencia. This also helps with collecting all travel activities at the same agency, which gives increased control and insight when it comes to travel expenses.

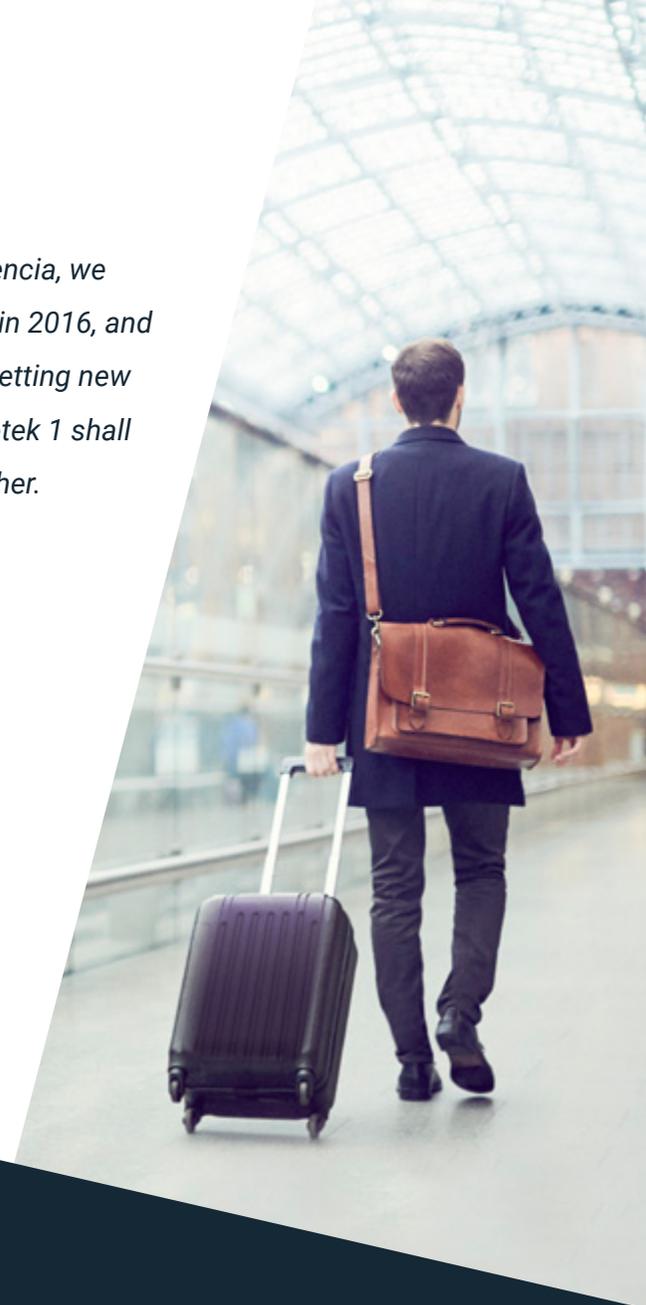
Another measurement that has been very effective on the savings side is Egencia's recommendation that the flight must be booked at least ten days before departure.

“ We experience that there is a lot to save on early bookings, especially when it comes to flight bookings,” says Øiseth. In the portal, a travel policy has been defined to inform employees who book late about this, and late bookers must therefore provide a reason.

Øiseth says that in his quarterly meetings with Egencia he measures the effect of such initiatives. He uses the reports from his quarterly meetings in his talks with the Apotek 1s owners, “Phoenix Group”, whose headquarters are in Germany.

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*Together with Egencia, we achieved 8% savings in 2016, and we are constantly setting new targets for how Apotek 1 shall improve further.*



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