

ManpowerGroup Cuts Fees, Gains Spend Visibility, and Improves Travel Consultant Service with Egencia



The Challenge

ManpowerGroup operates within the employment services industry, with a global network of nearly 3,600 offices in 80 countries and territories, meeting the needs of clients across all industry segments.

When Jennifer Zimmerman took on the role of full time Travel Manager at ManpowerGroup, she was challenged to reduce costs by 2%. She recognized a huge cost-savings opportunity by reining in the fees from the incumbent Travel Management Company since even minor requests, such as requesting an employee profile data report, resulted in additional fees. She needed insight into where her travel dollars were going, and the agency's outdated technology wasn't up to the task. Jennifer also wanted real-time insight into where her travel dollars were going. Her previous Travel Management Company took 24-48 hours to provide her with the insight she needed. Finally, she needed a system with built-in policy controls to raise online adoption from the modest 68 percent they were currently achieving to a figure in range of 80 to 85 percent.

She and her colleagues decided that "something new, something different, a spark" seemed in order. And Jennifer, along with other decision makers at ManpowerGroup, ultimately determined that the spark they needed was Egencia.

Change Management

Being new to travel management, Jennifer relied on the assistance and expertise of Egencia's staff in helping the company make the change from their old travel management process to the new system. She had a lot of questions and was pleased to have them all answered,

and answered promptly. Both her Egencia Account Manager and Implementations Manager went out of their way to make sure the transition was smooth. The end result was that ManpowerGroup launched right on time in North America during phase 1 of Implementation, and did the same in Canada



ManpowerGroup™



Our employees absolutely love the agents. Today one of our Executive Assistants emailed, "Jane went out of her way to contact the airline and get the itinerary changed without any additional fees, since the flight price went from \$250 when first booked to \$650 today." That wouldn't have happened with our old provider.

Jennifer Zimmerman
Travel and Procurement
Manager

during phase 2.

The other area of adjustment for Manpower travelers was the induction of policy controls. While the company doesn't mandate per se, compliance is encouraged through education, and allowing the employee to make the right choice. Policy compliance was a key area for savings and Jennifer was excited to have Egencia's tool to help her achieve her goals in this area.

The Policy Report helps Jennifer keep her policy control program in place, tracking who is in and out of policy, and the dollar amount that might have been saved by staying within guidelines. When she learns that one of her travelers has booked out of policy, she will first send them a polite email asking why it is happening and if they will modify their behavior in the future. To make her case, she will often pinpoint the extra cost incurred. If it's a second or third offense, she will email the employee's manager, letting them know that the non-compliance purchase is impacting their budget by X amount of dollars. And she asks for help in making sure there is a behavior change in the future. This generally is all that's required for future compliance.

Spend Visibility

Egencia's tool provides ManpowerGroup with increased visibility, not only through the dashboard and on-demand reporting, but also through the Guest Profile and Travel Group features. Jennifer uses the Guest Profile feature for recruits who travel for interviews. It allows her to set up ten or twenty people, and organize all their information efficiently in one place where it can be easily accessed.

When Manpower consultants travel, she uses the Traveler Group feature. She sets up the group and puts any consultant that's associated with that group into the file. Jennifer likes that policy settings are predefined, along with credit cards, the people who get specific notifications, and whether she is covering hotel, or air, or both.

Having better visibility into where people belong and what they're doing has provided clarity when billing clients. Before travelers were associated with a group, it was hard to track the client they were traveling for and determine if the company should even be paying for their travel. In the past, there had been times when clients were being reimbursed for travel they didn't even purchase. This all stopped with the advent of Egencia's booking tool.

Improved Customer Service

With their previous Travel Management Company, ManpowerGroup had two on-site agents. When they went with Egencia, they switched to one virtual agent who handles Executive travel, and a Small Agent Team of off-site consultants who assist other travelers when required.

Initially, travelers were apprehensive about the change. However, as soon as they started making phone calls to the Consultants and found their calls answered promptly and their experiences positive, they were completely on board with the new set up. This was true for experiences travelers had with both the Small Agent Team Consultants and the virtual Consultant who handles travel for ManpowerGroup's forty to forty-five VIP travelers and their assistants.



I love the reporting. I love the dashboard. I can quickly see my adoption, my policy, my spend. Before Egencia, I had to ask somebody to run a report and it took 24 to 48 hours. Now I push a button and it shows up. And if I can't figure out how to do it, I send an email and my AM makes it show up.

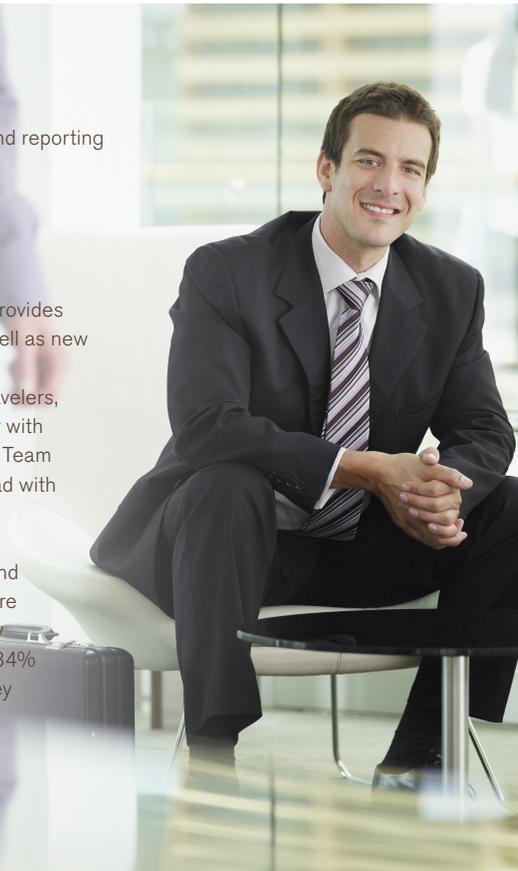
Jennifer Zimmerman
Travel and Procurement
Manager

The Challenge

- Eliminate add-on fees from incumbent
- Introduce policy controls for travelers
- Gain visibility into travel spend with on-demand reporting
- Maintain high level of consultant assistance
- Reduce overall travel management costs
- Increase online adoption rate

The Results

- Egencia's extensive Reporting functionality provides real-time visibility into every dollar spent as well as new opportunities to save
- Though initially apprehensive, Manpower's travelers, including their VIP travelers, are even happier with their virtual agent and Egencia's Small Agent Team than they were with the onsite agents they had with their former TMC
- Egencia's powerful and intuitive booking technology helps Manpower travelers book and manage their own travel and make better, more informed purchase decisions for the company
- Online adoption has increased from 68% to 84%
- After only 6 months, Manpower estimates they are close to reaching their goal of reducing travel costs by 2 percent



The Consensus

Jennifer reports that her travelers at ManpowerGroup are very pleased with the new travel management process— Employees gave an overall satisfaction score of 85%. They find the tool familiar and easy to use. And she finds the tool's features and Egencia's customer service invaluable in helping her perform her job and cut her travel spend. In the future she sees being able to make more strategic moves in her travel program, such as putting together newsletters for travelers, and tightening her compliance.

After six months with the new tool, she feels the company is saving money just by making the switch to the new technology.

In that time period, online adoption has increased from 68 to around 85 percent, and she believes she is near reaching her goal of cutting travel costs by 2 percent.

In offering advice to other companies considering a similar change, Jennifer enthusiastically encourages the move. "It's positive all around here," she says. "People love it."

About ManpowerGroup

ManpowerGroup (NYSE: MAN), the world leader in innovative workforce solutions, creates and delivers high-impact solutions that enable our clients to achieve their business goals and enhance their competitiveness. With over 60 years of experience, our \$22 billion company creates unique time to value through a comprehensive suite of innovative solutions that help clients win in the Human Age. These solutions cover an entire range of talent-driven needs from recruitment and assessment, training and development, and career management, to outsourcing and workforce consulting.

ManpowerGroup maintains the world's largest and industry-leading network of nearly 3,600 offices in 80 countries and territories. Our leadership position also allows us to be a center for quality employment opportunities for people at all points in their career paths. In 2011, we connected 3.5 million people to opportunities and purpose, who worked to help our more than 400,000 clients meet their business objectives.

Learn more about ManpowerGroup and the Human Age at manpowergroup.com.

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 more than 55 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.

www.egencia.ca

