

Asante's Travel Program Soars with Egencia



Executive Summary

Asante provides comprehensive medical care to more than 580,000 people throughout Southern Oregon and Northern California. Their facilities include Asante Ashland Community Hospital in Ashland, Asante Rogue Regional Medical Center in Medford, Asante Three Rivers Medical Center in Grants Pass, Asante Physician Partners, and additional healthcare partnerships throughout the region. Out of their more than 5,400 employees, approximately 600 of them travel for business on a regular basis. This includes the HR department bringing in new recruits and partner physicians traveling to medical conferences and visiting other hospital sites. Driven by local communities, Asante's hospitals are regularly awarded high honors such as being named one of the 100 Top Hospitals in the nation.

In 2009, Asante was ready for a new travel management partner that could provide more personalized agent service to their travelers as well as better visibility into their travel spend. After considering multiple travel management companies, Asante selected Egencia. Jackie Hambin joined Asante in the role of Travel Manager as they were rolling out the new program with Egencia. Jackie enjoys strong C-level support for the travel program with Egencia, as has since the start.

Asante recently acquired Ashland Community Hospital and with the help of Egencia, folding these new employees into their travel program has been seamless.

The Challenge

- **Improve travel data availability.** With their previous travel agency, they needed to specifically request each report.
- **Enhance support for travelers en route.**
- **Increase individual travelers' control over their own schedules.**
- **Gain access to a dedicated account manager.**
- **Reduce the costs of Travel Program.**



"Egencia Account Managers like Nancie and Lynn are fabulous. They always give me the great ideas, and I can always refer to them and I can bounce things off them. The truth is that they are my sounding board. **They are always there for me and I adore them.**"

The Results

- **Reports available 24/7/365.** Other agencies require you to request reports, but with Egencia, Asante's reports are always readily available online.
- **Relationship with Account Manager.** Since the switch, Jackie has had direct access to an Egencia Account Manager who can help her optimize her travel program at any given time. Having another set of eyes on her travel program has definitely been an added benefit.
- **Round the clock Agent Support.** Travelers know that if they need assistance they can reach dedicated corporate travel agents via the 800 number or mobile app, to help with travel issues big and small.
- **Happy Travelers.** No hassles and total control over their own schedules. Travelers who have used Expedia before will find Egencia's user-friendly website to be familiar and intuitive.
- **Reduced costs.** Many travelers report lower prices through booking with Egencia, for the same hotels and dates.

Data Accessibility

Jackie and the executive team at Asante continue to be happy they made the switch to Egencia. When they were working with their previous agency, they didn't feel like they 'owned' their own travel data. Their previous agency could provide reporting, but it was not readily available.

Since travelers are now booking with Egencia, Jackie has all the travel data she needs in one place—for both online and offline travel reservations. She has found the reporting to be easy and flexible to use, which is a huge benefit with her busy schedule.

Agent Support – 24/7

With over 20 years of experience as both a Travel Agent and Agent Manager, Jackie has high standards when it comes to customer service. She knows that a good agent is someone who cares about the person they're helping. Jackie has been very pleased with Egencia's Travel Consultants. She can feel confident that Egencia agents will be able to

assist her and her travelers through complex problems and follow through to make sure everything is resolved.

Intuitive Online Booking

With the fast growth that accompanies the acquisition of a new hospital, it is extremely important that new employees quickly learn the company's travel policy and start using the booking tool efficiently. When travelers book with Egencia, they feel right at home with the intuitive product design and clean functionality based directly on that of our sister company, Expedia. We even offer extra capabilities such as a mobile notifications feature to keep travelers posted on their flight information.

In Summary

The combination of detailed travel reports, supportive and strategic partnership with an Account Manager, knowledgeable and thorough Travel Agents and Happy Travelers had lead Jackie Hamblin and Asante to believe they have found a true travel management partner in Egencia. Together they are able to make their travel program soar to successes far beyond what they were accomplishing previously.

About Asante

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About Egencia

Egencia is a leading full-service travel management company delivering innovative corporate travel solutions and expert local service to more than 10,000 clients in nearly 60 countries around the world. As part of the Expedia, Inc. group, (NASDAQ: EXPE), the world's largest travel marketplace, we provide forward-looking companies with the ability to drive compliance and cost savings in their travel programs, while meeting the needs and requirements of the modern business traveller. For more information, please visit egencia.ca or follow us on Twitter [@Egencia](https://twitter.com/Egencia).

Intuitive Website

"It is an easy process. I'll definitely use it in the future."

Best Practices Tip

Signed up for the alerts feature and your itinerary information such as flight number and connecting gate will be texted straight to your phone.

Cost Savings

"The Egencia site was familiar as I have used Expedia frequently for travel. The nice part about using Egencia is the price for this particular hotel was about \$10.00 a night less expensive than Expedia, for the same hotel and dates."