



Achieving Cost Savings through an online self booking tool

When Ian Wright joined Oxford Instruments he was new to the role of corporate travel and was given the objective of transforming Oxford Instrument's corporate travel programme within the UK.

Before moving to Egencia the company used a travel agency offering just an offline service with no online solution. The organisation had no control or visibility over spend as well as control and monitoring capabilities being non-existent. When Ian conducted some research on the company's corporate travel he concluded that there was a lot of leakage within the organisation. Ian found that for every £1 that was spent on a business trip within the company, there was £2 leakage with non-approved suppliers.

Steps to Success

Identify a Full Service Corporate Travel Provider with Online Capabilities

Ian wanted to move away from the previous travel provider because he understood the potential of a full service travel management company. Due to the economic climate at that time, one of the main objectives for the company was cost savings. After reviewing a number of providers, he identified Egencia as the one whose online capabilities were most powerful.

Identified Key Individuals within Oxford Instruments

During the decision process a cross functional stakeholder team was appointed, representing interested parties including Finance, Management and Corporate Travel Bookers. Buy-in from Management and Board level executives was essential in ensuring a mandated environment. This company wide buy-in helped convince any reluctant employees that consolidation was essential.

Travel Booker Training

Three face to face training sessions were held across the UK, training travel bookers on the Egencia self booking tool. WebEx sessions and various training materials were offered to those that were unable to attend the sessions.



Oxford Instruments - Overview

- A worldwide business supplying high technology tools and systems into diverse markets, including industrial analysis, research, education, space, energy and the life sciences
- Offices and manufacturing sites in over 25 locations, world-wide

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Leverage Real-time Reports for Spend Visibility

Ian regularly uses the set of online reports available to him and uses this data to drill down and track his programs progress, identifying new saving opportunities.

The Post Implementation results

60% Savings on Transaction Costs

During the first 3 months, Oxford Instruments experienced 60% savings on transaction costs, exceeding the target of 20% that was determined at board level.

31% Average Ticket Price Savings

Oxford Instruments achieved savings on ticket prices ranging from £9 - £636 per ticket. A full year projection is estimated to offer a cost avoidance of £600K pa, globally.

Online Adoption at 65% in first 3 months

While travellers and bookers have the option to book through the Egencia Customer Service team, the online adoption rate of 65% in the first three months shows how easily they adjusted to booking online. Egencia's online booking tool provides the same easy to use interface and intuitive design used in leisure travel online services like Expedia and therefore there has

been a natural movement to making bookings online.

Spend Visibility Increased

The online global consolidated reporting allows Ian to provide senior management with monthly breakdowns of company travel spend in real-time. Ian has set up a configuration within his website that automatically runs his monthly reports and emails him when the report is ready.

Recognition at Board Level

This achievement has been recognised at board level and as a result, Egencia is going to be Oxford Instruments' sole Travel Management Company at a global level.

Vital Statistics

Number of Users: 536

Global Budget:
£2,000,000

Online Rate:
Previously - 0%
3 months after joining
Egencia - 65%



"After three months of being with Egencia it was amazing that we have managed to reach an online adoption of over 65%. Partnering with agencies like Egencia allows us to highlight cost saving opportunities, and this is why we have made a company decision to use Egencia at a global level."

Ian Wright
Group Commodity Manager
Oxford Instruments

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