

Case Study Fuji Xerox Australia



Client Since
2007

Airfare Savings
\$60k+

Policy Compliance
95%

Situation

FCM has been managing the travel of integrated document services provider, Fuji Xerox Australia, for more than a decade. FCM and Fuji Xerox Australia worked together to identify the client's priorities as – a need to refine its travel policy, to strengthen its spending guidelines and to positively drive change management internally.

Solutions

“I am confident that we have engaged a highly competent and proven supplier to manage our demanding travel and accommodation needs.”

Clive Bickerstaff
National Procurement Manager
Fuji Xerox Australia

- FCM devised a range of strategies to improve cost and travel efficiencies (across air, hotel and hire car categories), to improve compliance with a preferred hotel program and to increase the use of preferred airline booking methods.
- FCM implemented strategies that allowed Fuji Xerox Australia to better evaluate employee travel requirements and achieve the goals of their travel management plan.
- To improve internal usage of FCM's online booking tool, which included developing and delivering an online training program aimed at achieving Fuji Xerox Australia's objectives in regard to online and Best Fare of Day usage.
- FCM used dashboard reporting and data analysis to monitor and assess the impact of an increased usage of Best Fare of Day bookings, in conjunction with the client's policy for using a preferred domestic airline.
- FCM also facilitated training on fare class rules and conditions to help Fuji Xerox Australia reduce fees incurred through changed airfares.

Results

FCM's tailored solutions produced tangible travel cost savings and improved Fuji Xerox Australia's overall travel performance. These solutions helped to maximise savings on domestic air travel, reducing the client's expenditure by more than \$60,000 in just one financial quarter alone. This included savings of \$4,824 gained through improved online usage and savings of \$59,524 through a reduction in domestic average sector costs.

FCM also secured another \$10,000 in savings, by negotiating a preferred airline deal. In addition Fuji Xerox Australia improved its purchase behaviour, with up to 95% of all tickets being purchased using low-yield fares.

FCM has focused on relationship development strategies to strengthen and add value to the partnership, including arranging social events, training and feedback forums.