



CI AZUMANO
BUSINESS TRAVEL

CASE
STUDY

SAP® Concur® Partner
TMC Elite

A leading Real Estate Developer improves the travel planning experience with high touch service from CI Azumano Business Travel





EXCELLENCE BEYOND EXPECTATION

Customer Profile:

Noted as one of the most successful developers in the US, this leading real estate firm is recognized around the country for its contributions to architecture and design.

Their business travel requirements are complex and demanding. Employees require the highest level of service and support as they travel to locations within their multi-billion dollar asset portfolio.

Business Travel Objectives:

- Meet the high standard of travel management services required by employees
- Provide a flexible, customized travel solution related to construction project billing
- Provide greater visibility and transparency in their travel program to effectively manage travel spend

Tailored, High Touch Services Required

A leading Real Estate Developer's administrative staff was frustrated with the service provided by their travel management partner. Service levels had decreased, visibility for travel spend was lost, and there were challenges related to project billings.

They were seeking a travel management partner that would meet the complex demands of their executive travelers, while also customizing a solution that addressed their unique billing requirements.

"With CI Azumano, our staff pick up the phone and get results. They like the ability to speak to a dedicated agent and hold them accountable."
- Travel Manager

CI Azumano Business Travel implemented the following:

A dedicated team of agents and account consultants went onsite to gather specific requirements, and establish personal relationships with the executive travel arrangers.

Centrally managed traveler profiles that retained traveler preferences and policies for online booking with SAP Concur Travel and offline with CI Azumano's 24/7 agent team.

Travel-related costs billed per project, ensuring measurability on project-related travel spend.

Reporting and analysis revealing innovative opportunities for hotel and airline negotiations and savings.



“Other Travel Management companies were unable or unwilling to implement the customized solutions we were asking for, but CI Azumano has met and exceeded our requirements. We are treated like an important client.”

- Travel Manager

EXCELLENCE BEYOND EXPECTATION

Business Outcome:

As a result of the improved service and support, this leading Real Estate Developer has seen measurable improvements in travel program adoption, while ensuring savings on total travel spend. Here are some examples:

- **90% Travel program adoption** for employee travel
- **100% compliance on negotiated hotels** in their top 10 cities
- **10% savings on total travel spend** via waivers, favors and, unused ticket management
- **9% savings off total preferred hotel spend** via negotiated rates and amenities.

Conclusion:

As a result of partnering with CI Azumano Business Travel, the company has seen an increase in total program adoption and traveler satisfaction. Additional savings and visibility decreased total travel spend.

About CI Azumano Business Travel:

CI Azumano Business Travel has a fifty-year track record servicing Fortune 1000 companies and the US Government. As an Elite Concur Partner, CI Azumano Business Travel is part of a select group of TMCs supporting the world's most popular and powerful online and mobile travel booking management platform. We also integrate with leading international travel security firms.

Reach out to us to learn more about how CI Azumano Business Travel can help you protect your travelers with the top-level service and support they deserve.

For More Information: BusinessTravel@ciazumano.com | www.ciazumano.com