14% savings with fare forecasting technology

Ensuring travelers are making the most cost-effective choices at the time of booking is a common objective for many companies. CTM recognized there was a more efficient way for customers to compare flight prices across a window of time in a single search; empowering Travel Bookers to make more informed decisions about the most cost-effective time to travel without making multiple searches.

CTM's customer, Challenger, was the first corporate customer to implement Fare Forecaster as a means to reduce overall travel costs by improving the buying behavior of travelers and Travel Bookers. Presenting the best airfares across multiple days on travel, Fare Forecaster integrates Challenger's corporate negotiated deals and policy preferences alongside GDS and API content to give a complete view of the most affordable time to travel in a single search.

The implementation of Fare Forecaster saw Challenger reduce air spend by 14% within three months.

"Challenger continues to seek the best return on its investments in technology. Partnering with CTM to implement Fare Forecaster was a commonsense decision that met our needs in achieving this goal."

— Head of Performance Management, Challenger Group Limited.

Dedicated travel teams deliver **24/7 service continuity**

For many businesses, access to quality, continuous 24/7 travel expertise is critical to delivering continuity of business operations. Through extensive customer consultation, CTM recognized the importance of providing round-the-clock, expert travel support to their customer's workforce, while ensuring an intricate understanding of the customer's business and operational needs, policy configuration, supplier preferences, and the unique needs and preferences of a diverse traveling workforce. To ensure complete continuity of service accessibility, CTM provided a dedicated, collaborative team of Travel Advisors to offer continuous service support.

"The service experience provided and standards we expect from CTM have always been critical to our business success. Our preferred suppliers need to understand our business and how critical their turnaround times, accuracy, clear communication, and value are to us. We have really enjoyed our CTM team of Travel Advisors. We now have no "downtime" when a Travel Advisor is out of the office, as the entire team knows our policy and our travelers' needs. This always gives us excellent service continuity, which makes my role just that little bit easier."

CTM engineering customer

Integrated tech ecosystem **supports $500k savings**

CTM was presented with the opportunity to overhaul a customer's inefficient travel program, to deliver savings, increase efficiency, accountability, and user experience. CTM's approach focused on decentralizing the travel booking process by empowering individual employees to self-book policy compliant travel and manage approvals and reporting within an integrated technology ecosystem.

This travel program redesign involved reviewing policies to identify cost savings opportunities, implementing an online booking tool with online approvals, and integrating pre- and post-trip reporting.

To facilitate the program's redesign and relaunch, CTM conducted comprehensive training sessions, educating travelers on new travel policies, cost-effective booking behaviors, and creating a clear escalation process for out-of-policy bookings. An automated approval system streamlined booking workflows for greater efficiency. The results were transformative; a significant reduction in the traditional booking team's workload, enabling a focus on complex itineraries, and increased empowerment and efficiency for individual travelers.

Online bookings surged from 70% to 86%, contributing to over AUD$529,000 savings.

"CTM held our hand through the process – training on the booking tool was clear and concise, and the entire exercise could not have run more smoothly."

CTM food manufacturing customer

Consolidated business, meetings & events travel program

Sanitarium's seamless collaboration with CTM proved to be a game-changer in meeting both their corporate travel and event management needs. Recognizing the significance of a unified approach to drive savings, staff efficiencies and compliance, Sanitarium leveraged CTM's comprehensive travel services, including their in-house event division, Event Travel Management (ETM).

When faced with the task of organizing a 60-person conference in Adelaide, Sanitarium turned to their CTM Account Manager for assistance. The introduction to the ETM team was facilitated, and collaborative discussions proceeded to understand the specific requirements of the event. Leveraging established relationships with travel suppliers, ETM not only delivered the conference within budget but also ensured it was executed seamlessly and on time. This successful partnership allowed Sanitarium to consolidate its travel and event management needs under one roof, benefiting from preferred supplier deals and around-the-clock support for any changes or advice.

"We were so happy with the way ETM managed our conference that we have since booked a further 5 groups with the ETM team across Fiji, Auckland, Gold Coast, Los Angeles and Queenstown. These involve a mix of Board meetings, Spirit of Sanitarium Awards, Procurement conferences and Senior Leadership group workshops."

Keryn Walsh - Project Manager Functions and Events - Sanitarium

1,175 regional room nights secured within days

Navigating the unique accommodation challenges of regional Queensland, often defined by its capacity constraints, becomes an even greater feat when tasked with securing accommodation for over 1000 room nights at short notice.

A CTM customer faced significant accommodation hurdles to facilitate a track closure in regional Queensland, requiring 1,175 room nights. Aware of the region's room availability issues, CTM swiftly crafted a dedicated team, enabling proactive collaboration between the customer, Network Operations Leaders, and CTM, to deliver an effective solution.

A dedicated CTM Travel Advisor surpassed all expectations by swiftly obtaining room allocations, including chargebacks, in just over a week.

“This has far exceeded my expectations and I wanted to call out the significant support and collaboration of CTM and our teams. I would also like to recognize Tess for all her help in providing me with all my reporting requests over the last 2 months as we reviewed the network’s travel program performance. Her knowledge, patience and support over this time has been truly appreciated.”

CTM rail freight customer