

Global Proposal

For Managed Business Services

June 2020

A Warm Welcome

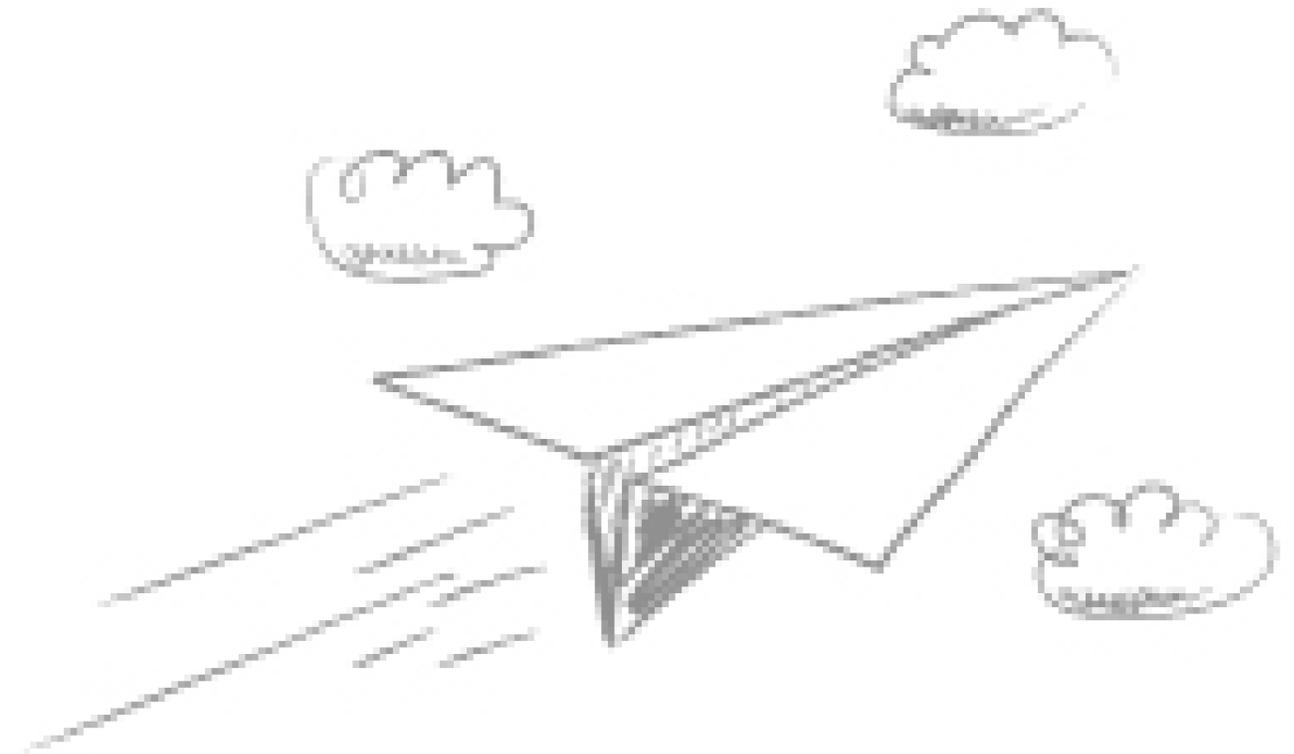
We are emboldened by COMPANY XYZ's move to consolidate business travel across its international footprint and have put our best heads together over the last few weeks to design a global solution truly suited to your unique footprint. It features a full relaunch of Concur Travel, personalised local services and strategic programme management, positioning you with a future proofed programme built on partnership, cost savings, compliance and an enhanced user experience.

With more than £4bn spend under global management, we deliver similar end to end programmes for the likes of XX, XX and XX. Paired with multiple awards and all the accreditations you could ask for, we are well-positioned to innovate, generate and collaborate with your key stakeholders to deliver a truly stand out service.



Jane Doe

Managing Director, Tenderer ABC



Introduction

We are delighted to present our proposal for COMPANY XYZ's multinational travel programme and are confident that it demonstrates our capability to unify processes and platforms, personalise service, drive compliance, boost savings and leverage a cohesive technology stack the world over.

The following sections serve to outline our solution, the benefits we plan to bring to COMPANY XYZ's and our approach to working in complete partnership with your key stakeholders, ranging from travellers to bookers, senior executives and budget holders.

Becoming a Global Client

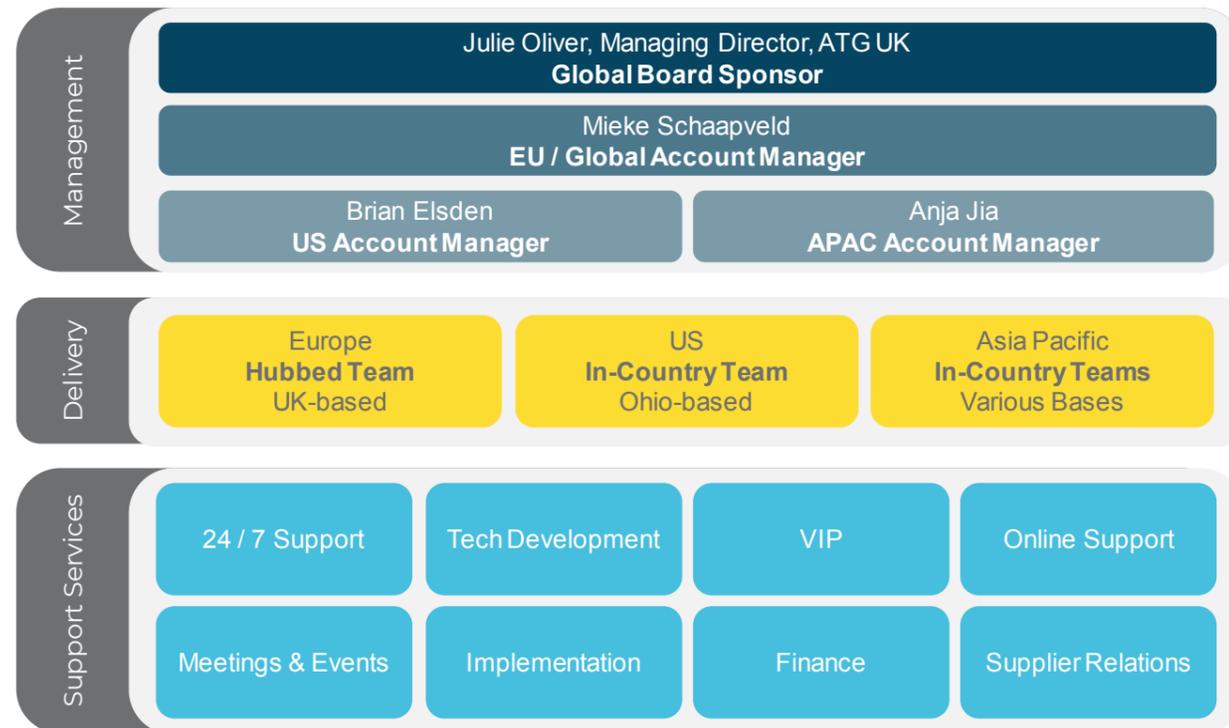
Partnering with us is optimal for companies looking to collaborate with a supplier that is small enough to deliver personalised and friendly services, large enough to efficiently deliver multi-regional programmes and savvy enough to continuously invest in and implement innovative, cutting edge products with ease.

COMPANY XYZ will benefit from the dedicated focus of our most senior personnel. As part of this commitment, our UK managing director, Jane Doe, will act as your senior board sponsor. Working to achieve trusted advisor status, she will guide your programme from an executive level. Hosting meetings and partnering with your top executives to ensure your corporate objectives are fully embedded into the programme, Jane will initiate and maintain an honest, transparent relationship between our executives via open, engaging communication and collaboration.

Consolidating across Markets

Your solution starts with unifying COMPANY XYZ's office network under one managed service provider. In doing so, we take a consultative approach with your key stakeholders, building our delivery model based on your language requirements, invoicing and currency preferences, cost containment priorities, in-country business culture and technology preferences.

Having analysed your travel volumes and objectives discussed to date, we initially recommend the following hybrid delivery model across your global footprint.



As preferred, we can also offer in-country travel consultant teams across your European markets if local languages and invoicing are required - we look forward to discussing this with you in more detail in the short term.

Operating via Global Processes & Systems

As one of the largest independently-owned travel management companies (TMCs) in the world, we work in exclusive partnership with a single high performing TMC in each market. In doing so, each local business contractually adopts our global systems, user interfaces, invoicing procedures, service levels and business planning model to ensure the benefits of global consolidation are achieved. This will benefit COMPANY XYZ's by delivering:

1. The same high quality service 24 / 7 via qualified travel consultants in each country / region
2. Centralised systems, including traveller tracking, quality control, invoices, itineraries, traveller profiles, reports, approvals and a travel portal (Travel Space).
3. Access to a single online tool offered in local languages across all applicable markets (Concur Travel).



Appointing Experienced Travel Consultants

Your designated teams of consultants will be proactively managed by a team leader in each region / country and will be available to provide friendly, expert support to all your employees as and when needed. Available 08:30 – 18:00 Monday – Friday, they will be devoted to delivering high quality customer services and will have a minimum of 12 years' experience.

These teams will be fully trained on your travel policy, payment preferences, authorisation processes, preferred suppliers and business culture prior to working within your programme and will continue to receive COMPANY XYZ-specific training throughout the life of contract. They will also proactively establish positive working relationships with your travel arrangers, working together to deliver traveller-centric itineraries complemented by high quality customer service assistance.

Demonstrating the Calibre of Our Travel Consultants

"Our dedicated consultants are professional, always go above and beyond, stay calm, find solutions, always ask the right questions and never make a mistake. Absolutely brilliant."

- Leading Global AI and Cyber Security Company

"I wanted to send you a compliment for all the help you gave to our team to get them home safely during the extreme winter weather conditions. Your travel consultants must have been under extreme pressure providing help for all; however, with each conversation, they were cheery, helpful and importantly, efficient."

- Global Public Services Provider

Driving Service Quality

Your travel consultant teams around the globe will be wholly committed to providing timely support to all COMPANY XYZ's personnel and will work to key performance indicators including:

- 15-second call response times
- 1-hour email response time for standard travel enquiries
- 2-hour return times for standard travel quotes.

We will mutually-agree a full Service Level Agreement (SLA) in consultative partnership and will use quarterly business review meetings as an opportunity to present our performance against this core element of our managed service.

Supporting Additional Requirements

In addition to your teams of travel consultants, your personnel will have access globally to:

In-House Out of Hours Services. Ensuring seamless 24-hour support is delivered by senior business travel professionals with extensive industry experience.

In-House Meetings and Events Management. Ensuring expert management by specialists with ten years' average experience with a passion for creating, managing and delivering a full spectrum of event services worldwide.

In-House VIP Teams. Offering premier booking and travel support designed to meet your executives' specific preferences.

Relaunching the Online Booking Tool

We understand that SAP Concur Travel has been implemented in the UK without significant adoption and that online bookings through the tool have been better in other markets. It will therefore be a principal objective of our implementation process to:



Optimise existing site configurations, enhancing the user experience and improving process



Consult on global travel policy and ensure effective integration with the online booking work flow



Deliver continuous training and communications to drive adoption incrementally upward



Evaluate appropriate markets for online bookings and launch new sites as appropriate

Your Dedicated Concur Integration Lead, John Doe

John will lead the Concur Travel relaunch across your global programme. He offers more than ten years' experience working with Concur, has delivered 30+ global Concur implementations and has acted as EMEA Concur expert for implementations with partners in the US, Asia and Australia across several large enterprise implementations.

As a result of his extensive experience, John excels at analysing Concur sites and identifying areas for optimisation. He is a pro at configuring and integrating the tool with traveller profiles, single sign on requirements, authorisation processes and peripheral client systems (such as expenses and HR). He is also particularly good at delivering user training programmes and conducting pilot testing phases. He holds a master's degree in tourism management and started his career in travel as an agent more than fifteen years ago.

Partnering with SAP Concur

As the most SAP Concur-integrated TMC in Europe, we are the only organisation to adopt all our partner's products, solutions and training / accreditation programmes, resulting in our unique TMC Preferred Partner status. We offer you our unrivalled capability to optimise the tool via:

Access to additional functionalities and products as they are beta tested and released (for example Concur Labs' imminent integration with Alexa and breakthroughs in process efficiencies via artificial intelligence initiatives).

An enhanced user experience through access to traveller well-being programmes, automated messaging and complimentary multi-level approvals tools.

Technical support and site development provided by in-house ATG staff trained on SAP Concur to the same level as their own internal developers.

SAP® Concur® Partner
TMC Preferred

Endorsement from Your Online Booking Provider

"COMPANY XYZ is the only SAP Concur Certified Preferred Partner in Europe due to having rigorously demonstrated their world class Concur implementation excellence and ongoing technical support capabilities.

As a Preferred Partner, they not only subscribe to SAP Concur's vision but have demonstrably contributed to it. For example, their Concur mid office technology investments allow for an unsurpassed Concur Travel experience. Our partnership is highly successful, extremely valuable and uniquely placed to drive efficiency, savings and innovation into fully managed travel programmes."

- TMC Development Manager, SAP Concur

Containing Cost via Peripheral Technology

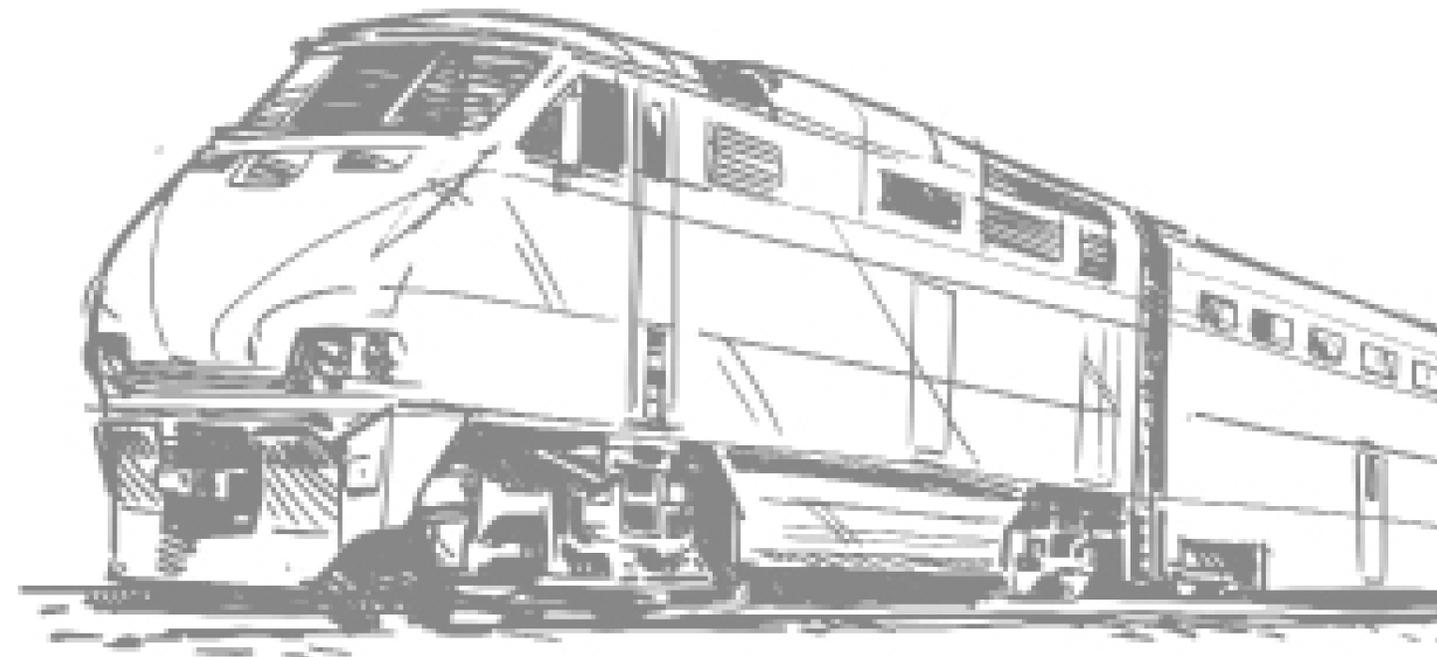
The travel industry is enduring an unprecedented period of transition through a variety of industry disrupters (the 'sharing economy' and its tech giants Uber / Airbnb, airlines' new distribution capability (NDC) and the rise of artificial intelligence for booking travel, to name but a few). By reinvesting 50% in new technologies year on year, we offer COMPANY XYZ a future-proofed programme which embraces this change just as quickly as it is unfolding.

Our continuous investment in technology also ensures we diligently identify new technology partners and products as they come to market. As part of this commitment, we will leverage the following platforms within your consolidated programme to support cost containment:

Rate auditing tools. These continuously scan the market for lower hotel rates and fares from the time of booking to check-in / take-off, prompting automated re-bookings and significant savings.

Delay repay. This pairs your booked rail journeys with those that have been delayed or cancelled, applying automated compensation for applicable tickets and affecting a 3% average savings on rail spend annually (predicted to rise by an additional 4% by 2021).

International mobile connectivity. Uniquely offered completely securely and without the roaming fees, saving up to 67% against previous roaming charges.



Realising Value through Consultative Management

Your account management team will consist of regional account managers in the US and Asia Pacific headed by a global / European account manager based in London. This trio will take a consultative approach, working to meet your objectives by developing a bespoke business plan inclusive of measurable targets, action plans and timelines for achievement. As core deliverables of their roles, these professionals will also:



Analyse & Strategise

- Implement, track and report on cost containment initiatives
- Ensure local and global objectives are achieved
- Deliver supplier relations support (including benchmarking, volume and trend analysis, performance reporting and negotiation)
- Manage your global business plan and continuous improvement
- Offer recommendations on travel policy in line with industry best practice



Design & Implement

- Assist with Concur Travel relaunch
- Compile / distribute reporting packs based on your preferences
- Own and report on our performance against the SLA
- Continuously identify operational and management efficiencies
- Drive policy compliance
- Recommend new tools and solutions based on best practice and evolving technologies



Communicate & Train

- Host training sessions and traveller forums
- Serve as your travel managers' primary points of contact
- Arrange and deliver quarterly / annual business reviews
- Elicit user and stakeholder feedback, reporting satisfaction results regularly

Your Global Account Manager, Sarah Doe

Sarah has 20 years' experience in the travel industry, largely within account management. Having managed multinational travel programmes across a spectrum of client industries, she offers both in-depth experience and exceptional visibility of the business travel landscape. Having also spent a portion of her career as a travel manager for Skype, she is uniquely positioned to deliver against the objectives of COMPANY XYZ stakeholders carrying out similar roles.

Sarah has managed both back and front office professionals (including virtual, global and local teams) and will excel at motivating experts from across our organisations to collaborate and enhance the global travel programme over time. Combined with her ability to deliver tangible results in a complex and fast-paced environment, Sarah will bring diverse value to your managed programme.

Offering Meaningful Reporting & Analytics

Acting as your source of visibility across all markets, it is our commitment to not only provide you with a single line of sight for all travel-related spend, but to accompany it with meaningful recommendations to inform ongoing cost containment and efficiency.

We will provide your designated stakeholders access to an online reporting platform built to deliver real-time visibility of travel spend, compliance and savings across your global footprint. This will be complemented by the distribution of bespoke management information packs at intervals agreed by you, including raw data sets. Deep dives into data will be provided by your account managers at review meetings to ensure actionable insights guide the evolution of your managed programme.

Mitigating Risk

We understand that the fragmented nature of your current business travel programme makes it difficult to mitigate risk for your employees who are away on business. You're not alone - traveller safety is the second largest challenge facing travel buyers this year. Moving forward, COMPANY XYZ will benefit from a robust duty of care programme.

Traveller Tracking

Regardless of where your employees are travelling, our tracking software allows us to locate and communicate with them 24 / 7 / 365. Gathering data from all bookings, the tool automatically uploads each itinerary and displays your travellers' locations on an interactive world-map. With just a few clicks we can see where your employees away on business are located, when and where they are scheduled to travel from next and if there are any local events in the vicinity that could impact their safety or travelling experience.

Risk Alerts & Messaging

Assessing travel risk is one of our core deliverables as your travel partner and a responsibility we take seriously. Automated travel alerts detailing real-time incidents around the world (including various degrees of severity) can be sent to your nominated personnel 24 / 7.

Alongside this, we receive a direct news feed from Risk Line, allowing us to evaluate incidents occurring around the world in real-time and how those incidents could impact the health, safety and well-being of your employees. For example, we can check the weather in Cuba, the political climate in Hong Kong or the probability of pilot strikes in France. In case of potential traveller impact, we instantly deliver messages to your travellers to offer assistance through SMS, email or push alerts.

In case of an emergency, we also send two-way messages out to all of your employees within the affected area requesting replies to ensure they are safe and accounted for.

Data Security

With the recent air carrier and hotel supplier data leaks, it is more crucial than ever that your business travel partner prioritises data security. We go to great lengths to guarantee all bookings made through us are entirely secure – we are fully compliant with GDPR and the Data Protection Act, are ISO 27001 accredited in the UK and hold PCI-DDS certification.



Implementing Efficiently

We can deliver your UK offline programme within the preferred six to eight weeks closely followed by the US, Asia and finally, SAP Concur Travel (re)launch in appropriate markets.

Our personal approach to deployment prioritises collaborative delivery. As part of this model, we will request an executive sponsor from COMPANY XYZ to support with buy-in, data requests, information requirements and status update meetings. This model also calls for mutually agreement on timelines, milestones, owners and actions, ensuring they all fall in line with your preferences. As a guide, key phases of implementation by country include:

- 1 Kick Off.** Engage teams, establish rapport, define work streams and agree timelines
- 2 Planning.** Build and distribute the bespoke project plan, acknowledge ownership and set to work
- 3 Set Up.** Develop traveller profiles, integrate payment & policies, build sites, commence testing
- 4 Communications..** Organise launch plan, send training invites, schedule roadshows, train
- 5 Go Live.** Send launch emails, distribute contact information, elicit feedback, drive adoption

Our dedicated COMPANY XYZ project lead will hold status update conference calls weekly with your key stakeholders to drive communication and collaboration throughout each phase.

Training & Communicating

We will work closely with you to ensure the right amount of training is delivered to your business travellers and arrangers in each market. This will be underpinned by an ongoing communications campaign tailored to your business culture. As a guide, this will include:



Training

Group Sessions. We will run Concur Travel training sessions at your key locations and 'train the trainer' workshops. This will be supported by regular training webinars, training manuals and ongoing support from your travel consultants.

Virtual Training. These regular webinars ensure refreshers are available to your long term employees and first time training is always available for joiners.

Workshops. These hands-on sessions are delivered via work stations to support various technology platform usage and take up.

On Demand Units. Videos posted to your travel portal for instant access to training modules complemented by printed training materials.



Communications

Roadshows. We visit your key offices to provide education and invite all your stakeholders to attend. This cultivates rapport, drives buy-in and establishes an initial platform for discussion.

Announcements. On programme launch and thereafter, these notify your employees why it is important to book with us and who to contact.

Online Adoption Campaigns. Focused on the benefits of booking via Concur, achievable company savings and tips on getting the most out of the tool.

A Travel Collective. We want to know if a challenge is being met with frustration. We also want to offer a forum to bounce new ideas off your stakeholders. A collective provides a platform for this and ensures your employees have a voice.

Why Us?

We understand what COMPANY XYZ is looking to achieve with its new travel management partner and are committed to delivering not only against your current objectives, but those that arise as the contract progresses. We offer:

A Consultative Approach. We were, in fact, born as a consulting company specialising in business travel. With organic growth and based on client need, we opened our own travel management company (TMC). Offering consultative advice on the complex world of business travel is our forte and collaborating to launch bespoke solutions based on your unique requirements is our passion.

The Highest Industry Recognition. We were named Best Travel Management Company 2018 by the UK Business Travel Awards, Best Operations Team 2019 by the UK Business Travel People Awards and we hold ISO 9001, 27001 and 14001 accreditations.

Long Term Partnership. We have achieved 'trusted advisor' status with several of our clients, having partnered with a substantial proportion of them for more than a decade. We also achieved 99% client retention in 2018 and 99% of our clients would recommend us.

Case Study: Consolidating Travel for an AI Client

Prior to partnering with us this client had an in-house travel solution consisting of a key booker looking after 200+ frequent travellers. With offices in 25 countries across the US, Europe and Asia Pacific, this organisation knew it needed structure, process and strategy to contain cost and improve user experience.

1

Objectives

Working closely with the client's key stakeholders, we uncovered their top three objectives:

Drive Compliance. With minimal online booking capability, travellers relied heavily on the key booker and had no authorisation process in place.

Improve Visibility. Knowing their travel needs were growing, the organisation was looking to access reporting and meaningful data analysis on booking behaviours via strategic account management.

Ensure Safety. Reliant on the key booker, travellers were missing 24 / 7 support and the organisation was lacking the capability to track and support travellers in case of an incident.

2

Solutions

In the early stages of implementation, we agreed to:

Embed Policy. The organisation's travel policy was updated in line with industry best practice and uploaded to our travel consultants' systems and the online booking tool.

Launch Online Reporting. In doing so, key stakeholders would have access to travel data in near real time complemented by recommendations for improvement at business reviews.

Mitigate Risk. By implementing our traveller tracking tool, delivering automated risk alerts and providing in-house 24 / 7 support.

3

Results

At the end of year one, the client **saved more than £600k** on business travel. Having successfully consolidated all 25 global offices under a single managed programme, we also:

Improved Productivity. It now takes less than 15 minutes to receive travel quotes compliant with travel policy.

Contained Cost. Implementing our rate auditing tools has led to savings on 20% of air fares and 34% of hotel bookings. Average hotel savings per booking is £30 per night.

Improved Safety. 10 / 10 travellers said they feel supported and safer on trips.

Jane Doe

Managing Director

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