Case Study Navitas Limited

Client Since	Travellers	Companies
2018	1000+	100

Background

Navitas Limited is a leading global education provider headquartered in Perth, West Australia. The multinational company delivers an extensive range of educational services to over 80,000 students annually through more than 120 institutions in 31 countries.

In 2018 they engaged FCM Travel Solutions as their preferred global travel management provider to manage their large domestic and international travel program, which includes the coordination of the company's air travel, accommodation and car hire. FCM was also required to customise and implement their travel policy and to consolidate their global travel spend.

Approach

"Navitas are excited by our partnership with FCM and the capabilities we've acquired. We look forward to the continual evolution of our relationship and importantly, the continual delivery of new services and features to our travelling staff"

Ben Dansie
Process Improvement Manager,
Navitas Limited

FCM met Navitas' strategic objectives via online solutions, travel policy implementation, travel consolidation and program customisation.

▪ FCM worked in partnership with the client to deliver integrated solutions for their three key focus areas. These included addressing traveller safety to give them accurate information on the whereabouts of their people; automated reconciliation of their travel expenditure; and a seamless online booking and approval process.

▪ FCM's solutions included the implementation of FCM Secure, which provides tailored travel services, support, technology and global intelligence to mitigate travel risks and support traveller safety world-wide 24/7.

▪ A customised accounting solution designed by FCM provides an enhanced data feed into AirPlus, to deliver automated travel expenditure reconciliation via Oracle (Navitas' existing Expense Management System).

▪ Online solutions including the FCM HUB online portal and a tailored OBT approval process, configured to drive efficiency and travel policy compliance. In addition the powerful Clientbank Reporting tool was implemented for in-depth travel data insights, visibility and analysis; while SSO (Single Sign-On) was introduced for the client to access FCM's systems. This helped to improve user adoption and security.

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Outcome

Transition to an easy-to-use, online self-booking model streamlined booking processes, freeing up Navitas' Travel Bookers to focus on other responsibilities. This initiative delivered improved cost control through online approval processes and increased travel policy compliance.

Navitas benefited from time and cost savings delivered though the introduction of automated account reconciliation via AirPlus and AIDA payment process. A reduction in limits on corporate cards was achieved, as less expenses were processed via the cards.

FCM provided change management expertise to ensure a smooth implementation process. This included the management of a successful Pilot Program, followed by 19 training sessions held in Australia for 100+ users.

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