



Case Study

Holcim

FCM implements new travel services and **online booking tool** for Holcim

Seeking travel technology that could be customised to suit their dynamic business and employee base, Australian concrete supplier, Holcim, appointed FCM as its preferred travel management company. FCM won the account based on its ability to provide tailored travel management services including high tech and high-touch solutions.

Background

Holcim operates across Australia supplying concrete from a network of more than 150 concrete plants, 900 mixer trucks, mobile and on-site facilities. Sourcing raw materials from its many quarries and developing product throughout its network of 12 concrete factories, Holcim's business is as diverse as the customers and applications it services.

Holcim consists of operations in Australia and NZ and has more than 500 travellers, a team of 65 travel bookers including key travel arrangers who book on behalf of the company's fly-in-fly-out (FIFO) division and a component of corporate travel for frontline and executive staff.

The company's flourishing contracting business services major mining and infrastructure projects in Australia and NZ; and requires teams of FIFO staff to be flown in and out of project sites.

Following an eight-week implementation process of FCM's services and technology, Holcim started trading with FCM in July 2019.

2019

In partnership with
FCM since July 2019

500+

Travellers

OBT

Implementation –
travel management services
and online booking tool

Holcim's travel objectives

Holcim sought a more tailored approach to travel management and technology. They wanted to introduce more efficiencies into their booking processes but also have a tool that was easy to use for all staff. They were particularly interested in FCM's online booking tool Savi and the tool's exclusive persona-based modules. These include Savi Select, which enables efficient and in-platform communication between travel arrangers and travellers; and Savi Credit that includes market leading functionality for managing and using air tickets on hold.

Our approach

Key to our successful implementation for Holcim was our travel management service model and the effective deployment of our online booking tool to their business.

Service model

The FCM team servicing Holcim's account includes a hybrid model across Australia and New Zealand.

- An FCM team in North Sydney manages travel for Holcim's East Coast travellers
- An FCM team located in Perth, manages the travel for Holcim's West Coast operations
- A Sydney-based Account Manager oversees the partnership with Holcim and their program strategy
- FCM also appointed an Account Manager and a travel team in New Zealand to service Holcim's NZ operation.

The implementation process

Key to the training sessions was the format, which allowed for substantial time after each session for questions and support for people logging in for the first time or having technical issues. The implementation was high touch and customer focused to ensure there was engagement throughout the process.

May 2019

Investigation phase with Holcim's Procurement Team

June 2019

Holcim 'super users' selected to trial OBT prior to user acceptance testing

June 2019

Training sessions held across select Holcim offices

July 2019

Support material and user guides distributed

July 2019

Investigation phase with Holcim's Procurement Team

July 2019

Holcim went live with FCM services and their new OBT



The outcome

FCM's in-depth fact-finding process, development of a tailored service model and customised technology to suit Holcim's business has created a new level of travel efficiency for Holcim. FCM's ability to configure the OBT to suit Holcim's company structure, approval processes and booking requirements has made travel management easier for travel bookers and travellers.

"I appreciate there are a number of complexities when transitioning a business as diverse as Holcim, especially with travel being so personalised. However, the team at FCM has done a sensational job at managing the implementation, resolving any teething issues and working closely with the Holcim project group."

GEORGE AGRIOGIANNIS
CEO HOLCIM AUSTRALIA AND NEW ZEALAND

Case Study Holcim