



**FCM**

**Case Study**  
**Biotechnology Company**

Delivering VIP Care



# Case Study Biotechnology Company

Partnering with  
FCM since

2017

USA

Regions of trade  
with FCM

500

Travellers

## Delivering VIP Care

FCM is proud to work alongside a well-known biotechnology company at the forefront of cancer treatments. Their work strives to accelerate the discovery, development, and commercialisation of new medicines as their core organisation mission.

An important element of their work is to enable their key stakeholders to seamlessly travel for critical business needs without the worry of travel challenges. FCM provides a concierge service for these travellers to ensure that less time is spent on navigating travel complexities and more on delivering value for their core organisational mission.



## Making journey's smooth

Managing a VIP program requires time, dedication and a real passion for people and travel. FCM's VIP agents are hand-picked for their experience, talent and a track record for making even the most challenging situations feel comfortable for their travellers.

As part of the client onboarding process, FCM agents prioritise efforts to gain a strong understanding of the needs, expectations and value drivers of the VIP traveller and executive administrator through a series of engagements. FCM documents these methodically to ensure a very streamlined and consistent approach that frames the service model for each VIP.

A standout point of FCM's VIP services can often be reflected in a key phrase frequently expressed by travellers and their executive administrators; "I don't need to worry". The piece of mind that they will always be taken care of, in the way that meets their unique priorities, is never in question.

**"The service is among the best of the "white glove" travel services I've ever experienced in over 20 years of making travel arrangements."**

EXECUTIVE ASSISTANT

## Outstanding service, outstanding results

Gaining feedback from travellers and their executive administrators is an integral part of the VIP relationship. SLAs are always an important metric to establish a baseline for minimum service expectations, but the true value is often better reflected in more qualitative feedback.

This biotechnology company chose to validate the service levels received by FCM via direct feedback from their executive admins covering several topics. The survey garnered a 100% participation rate and even more encouragingly was the resounding 10/10 score provided by each participant.

Additional commentary received highlighted the relationship that had been built with the VIP agents, along with examples of how value had been consistently delivered by the team. These examples spoke most strongly to the reliability, speed and lateral thinking employed by the team to ensure exceptional travel experiences.