



Outsourced Travel Resources (OTR)

By FCM Consulting Asia

Companies are increasingly facing the dilemma of needing professional corporate travel guidance without the travel volume to justify the cost of an internal travel manager or travel staff.

Why?

Over the last 18 months, travel spend globally has drastically reduced for many companies. At the same time, travel and/or procurement staff redundancies have created unprecedented uncertainties in the market.

With a need for corporate travel expertise but faced with a lack of internal resources and support on this subject, many companies have been left stranded as:

1. Proactive travel leadership is needed for a post-COVID travel strategy.
2. Corporate travel experience & subject matter expertise is more important now than ever as companies are faced with the need to adapt their managed travel programmes to the new realities of corporate travel.
3. Broadening concerns and requirements continue to emerge from duty of care, altered supplier environments, traveller hesitancy, budget uncertainty, and a slew of other never-before-faced challenges.

What then should companies do?

The answer is Outsourced Travel Resources.
And FCM Consulting can customise this solution for you.



OTR as your new extended BFF

01

With OTR, companies benefit from FCM Consulting team of experts' approach to travel management, typically provided at a lower cost than a full-time internal travel manager.

02

With OTR, you are assured of fully optimised results as the service flexes with each company's travel needs and spend, growing proportionately as travel gradually returns.

03

With OTR, the deep expertise of the team addresses traveller safety concerns, re-balances and manages supplier relationships, provides budgeting projections and input, benchmarks peer company activity and best practices, and so much more.

04

With OTR, companies can ensure that purposeful travel returns seamlessly at the right time, while other non-critical travel returns more slowly, if at all.

OTR Options

Fully Outsourced Travel Department



Who is this right for?



Small- to mid-sized TTV companies without a dedicated travel manager

Why does this work?



Team of industry experts in support, matched by parallel effort-programme TTV. No need to account for any internal headcount!

The OTR team, headed by the Programme Lead, will operate as a company's internal travel team-developing strategy, driving effective change management, and ensuring day-to-day tactical execution of travel programme objectives.

What do they do?



The overall objectives for the team are to optimise programme savings, enhance traveller and stakeholder service, ensure traveller safety, and promote programme sustainability.

Team and their roles:

- **Programme Lead:** Daily driver of programme administration; coordinates with internal travel/procurement lead
- **Senior Consultant:** Sets strategy and programme direction; leads senior-level communications
- **Lead Analyst:** Responsible for metrics and opportunity analysis
- **Category Specialist:** Supplier benchmarking and strategy
- **Communications & Training Specialist:** Development of content creation and delivery of training
- **Project Coordinators:** Facilitate project execution including schedule, documentation and administrative duties
- **Travel Operations Lead, also known Travel Administrator:** Responsible for leading, managing and maintaining all operational efficiencies, change management and internal stakeholder enquiries on a daily basis.

Travel Admin

Who is this right for?



Companies with an existing travel/ procurement manager interested in offloading high-frequency / low-value tasks. Good for companies with internal headcount freeze.

Small to mid-sized companies who do not have procurement functionalities

Why does this work?



Frees up internal resources so company's professionals can focus on travel strategy to drive programme results. We get in the weeds, so you don't have to.

What do they do?



Manages all day-to-day administration of a well-run travel programme that includes:

- Answer traveller questions
- Resolve common service issues
- Schedule reviews
- Run and distribute reports
- Train other admins and new travellers

Responsible for leading, managing and maintaining all operational efficiencies, change management and internal stakeholder enquires on a daily basis.

Travel Systems and Online Booking Tool (OBT) Admin

Who is this right for?



Companies with an existing travel/ procurement manager interested in offloading any system and OBT administration.

What do they do?



Equipped with in-depth OBT knowledge, familiar with various travel technology systems that clients utilise from payments and expense, admin and HR, as well as FCM's operational processes. This resource ensures seamless support for companies.

Why does this work?



Better control, faster results, more consistency, less workload.

Includes capability to manage OBT sites worldwide (changing messaging, updating policy, adapting supplier listings and more), and third-party integration, management and housekeeping.

Invaluable to companies looking for a simple way to streamline their travel programme!

Dedicated Resources



Who is this right for?



Companies seeking a dedicated TMC resource

Why does this work?



Employing an expert who also knows FCM ensures more control over your programme.

What do they do?



Whether the requirement is a 100% dedicated individual or a team in variety of roles, you can still benefit from OTR. Our structure ensures that every individual has access to our full team's expertise and knowledge base.

You'll have access to a wealth of information and best practices at your feet that an internal hire could not possibly have on their own. More knowledge equates more value!



Can't decide on one option? No sweat. Just go for our pick & choose model.

Fully customisable according to your needs, slice across time or travel resources.

Need a full line-up, or perhaps only one or two roles to beef up your team? Go ahead and pick what you want.

*Only need a Programme Lead? **No problem.** Looking for a Programme Lead and Lead Analyst? **Two heads are better than one.** Want a Programme Lead, Consultant and Travel Admin? **Of course you can.***

Need additional resources on your travel or procurement team between one month to a year? Ask and you will receive.

*Someone in your travel or procurement team going on one-month sabbatical? **We can help.** Travel manager going on a six-month maternity break? **We've got you covered.** Change in team structure? **You'll have us for as long as you want.***



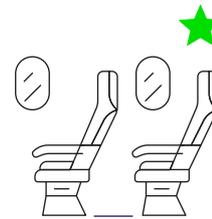
Premium

- Lead Analyst
- Program Lead
- Senior Consultant
- Travel Admin



Business

- Programme Lead
- Senior Consultant
- Lead Analyst
- Category Specialist
- Communications & Training Specialist
- Project Lead
- Travel Administrator



Economy

- Project Coordinator
- Travel Systems and OBT Admin
- Lead Analyst

Now you can have it all or simply choose what you fancy.



Additional Benefits you will enjoy!

1. **Sourcing Discount:** FCM Consulting clients receive a 25% discount on all sourcing projects.
2. **Reporting:** clients get complimentary access to FCM Consulting's advanced air and hotel reporting tools, providing deep insight into contract performance and opportunities for enhancement.
3. **Policy Diagnosis and Programme Benchmarking:** clients receive complimentary policy benchmarking or reviews with deep-dive into sub-categories (for example hotel, air, land transfers); recommendations are provided following outcome of review.
4. **Premium features from FCM's Safety & Risk solutions:** advanced travel risk management solutions that include traveller tracking and alert monitoring via FCM Platform and FCM Mobile App. Built for travel managers so they can easily locate and communicate with travellers anytime, anywhere during their trip

For more information on these and other services, reach out to our experts at consulting@fcm.asia

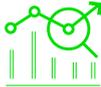


FCM Consulting

When the landscape changes, agile thinking is the solution

FCM Consulting represents the next generation of advisory services for the business travel industry. Through strategic guidance and tactical assistance, our team of experts improves every corner of your corporate travel programme -from procurement processes through to traveller experiences.

Say hello to better compliance, better contract returns, and better visibility into overall category performance.

 <p>High-performance Category Sourcing</p> <p>Smarter procurement enhanced service delivery</p>	 <p>Amplified Data Intelligence</p> <p>Unearthing hidden potential in your programme</p>
 <p>Innovation-led Optimisation</p> <p>Proven strategies, in-depth results</p>	 <p>Future-ready Outsourcing</p> <p>Solutions that flex with your needs</p>



Joanne Taylor
Senior Director,
FCM Consulting, Asia

Executive Sponsor and Head of Consulting

Joanne Taylor is an accomplished global procurement, consulting, commercial and enterprise account management professional with over 20 years of experience across the travel, aviation and energy, mining & resource industries. With a unique background in understanding both the buyer and supplier perspectives, Joanne provides strategic directions, deep expertise and practical industry experience in leading our team of experts to manage cross-functional business objectives, commercial strategies, operations and transformation projects. Her ability to help organisations achieve greater efficiencies, category maturity, next in class innovations and solve organisational challenges has enabled many companies with increased integration across business functions, tighten compliance & governance practices, deeper cost savings, and an enhanced traveller experience.

Joanne leads the consulting practice as Head of FCM Consulting for Asia and is its Executive Sponsor in her capacity as a member of the FCM Asia Management team.

Executive Sponsorship is necessary for the successful implementation of multidisciplinary projects, vital for bringing diverse roles together, essential in navigating to overcome organisation barriers.

- Ties everything back to the global strategy
- Essential for the long-term success of any change management or digital transformation project
- Critical in overcoming initial resistance and inertia and navigate organisational boundaries
- Creates the right level of enablement, roles, technology and support for a well-managed transformation programme
- Gets the project moving faster
- Champions the programme with C-suite to secure leadership buy-in
- Provides ongoing strategic direction
- Removes internal roadblocks and resistance across departments

“ We understand business travel and all things related to driving a successful programme that works for your company. More importantly, the transitory world has resulted in challenging economic times, volatile world events and fast-changing technology, and are leaving organisations more vulnerable than ever. Not knowing where these changes will come from means organisations need to be always ready to adapt. Over 12 years of experience in travel from air to the managed travel space, as well as 8 years on the buyer front from global procurement, change transformation, and travel & expense optimisation – I hope to bring innovative but practical approaches to help you and your organisations move towards a proactive *modus operandi* and robust system with a holistic view of business travel to drive performance in the new landscape. ”

JOANNE TAYLOR
SENIOR DIRECTOR, FCM CONSULTING, ASIA

An aerial photograph of a city grid, likely Dubai, with a dark overlay. A bright green graphic element, resembling a stylized 'U' or a frame, is centered on the page. It has a horizontal top bar with a small white scale-like icon in the middle. The right side of the frame is a vertical bar that features a black and white checkered pattern near the top and three white vertical lines near the bottom.

FCM

Discover the alternative at
www.fcmtravel.com