



Outsourced Travel Resources (OTR)

The pandemic has drastically reduced travel spend globally for many companies. In turn, many have seen a reduction in staff, particularly within their travel and/or procurement departments.

Ironically, the pandemic resulting in reduced travel staff worldwide has also created unprecedented uncertainty in the market, giving rise to the need for more proactive travel leadership. Corporate travel experience and subject matter expertise is more important now than ever as companies are faced with the need to adapt their managed travel programs to the new reality of business travel, being enhanced Duty of Care requirements, altered supplier environments, traveler hesitancy, budget uncertainty, and a host of other never-before-faced questions.

Companies now face the dilemma of needing professional corporate travel guidance without the travel volume to justify the cost of an internal travel manager or travel staff. FCM Consulting offers a solution-Outsourced Travel Resources (OTR).

With OTR, companies benefit from FCM Consulting's Team of Experts approach to travel management, typically provided at a lower cost than a full-time internal travel manager, and with fully optimized results. The OTR service flexes with each company's travel needs and spend, growing proportionately as travel gradually returns. At the same time, the deep expertise of the OTR team addresses traveler safety concerns, re-balances and manages supplier relationships, provides budgeting projections and input, benchmarks peer company activity and best practices, and more.

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



OTR Options

Fully Outsourced Travel Department

Who this is right for: small- to mid-sized TTV companies without a dedicated travel manager.

Why it works: team of industry experts in support, effort flexes with program TTV, no need to carry internal headcount.

The OTR team, headed by the Program 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 program objectives.

The team includes:

- **Program Lead:** Daily driver of program administration; coordinates with internal travel/ procurement lead(s)
- **Senior Consultant:** Strategy and program direction; senior-level communications
- **Lead Analyst:** Responsible for metrics and opportunity analyses
- **Category Specialists:** Supplier benchmarking and strategy
- **Communications & Training:** Content creation and delivery
- **Project Coordinator(s):** As required

The overall objectives for the team are to optimize program savings, enhance traveler and stakeholder service, ensure traveler safety, and promote program sustainability.

Travel Admin

Who this is right for: companies with an existing travel/procurement manager interested in offloading high-frequency/low-value tasks, good for companies that cannot add internal headcount.

Why it works: internal resources are freed up to focus on strategy; we get in the weeds, so they do not have to.

The OTR Admin manages all day-to-day administration of a well-run travel program—answering traveler questions, resolving common service issues, scheduling reviews, running and distributing reports, training admins and new travelers, and more. This frees up a company's internal professionals to focus on travel strategy and overall program results.

Online Booking Tool Admin

Who this is right for: companies with an existing travel/procurement manager interested in offloading OBT administration.

Why it works: better control, faster results, more consistency, less workload.

OBT Admin combines deep online booking tool knowledge with familiarity of FCM's operations to ensure seamless support for companies looking for a better support solution. With the capability to manage OBT sites worldwide—changing messaging, updating policy, adapting supplier listings and more—this resource is invaluable to companies looking for a simple way to streamline their travel program.

Dedicated Resources

Who this is right for: companies seeking a dedicated TMC resource .

Why it works: employing an expert who also knows FCM ensures more control over your program.

Clients seeking a 100% dedicated individual, in a variety of roles, can still benefit from OTR. Our structure ensures that each individual has access to our full team's expertise and knowledge base, enabling our experts to access information and best practices that an internal hire could not, thereby driving more value for the client.

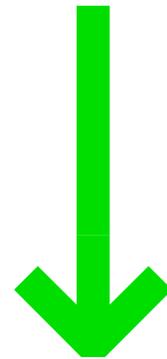


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Additional Benefits

- **Sourcing Discount:** clients that contract for OTR receive a 25% discount on all sourcing projects.
- **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.



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