



FCM

Case Study PPECB

Managing travel for essential services during a pandemic

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Who is PPECB?

The Perishable Products Export Control Board (PPECB) is an independent service provider of quality certification and cold chain management services for producers and exporters of perishable food products.

The Challenge

For PPECB, business travel has always been a priority. The company used to organise between 16 and 40 business trips per month with high-level management executives travelling regularly between Johannesburg, Durban and Port Elizabeth. When the COVID-19 pandemic hit, air travel came to a standstill.

However, as PPECB is regarded as an essential service entity, the inspectorate continued to travel by land. As a Section 3A, National Public Entity, all of PPECB's operational offices remained open. During these uncertain times, the PPECB looked for important travel information as well as assistance with urgent travel and duty of care requirements.

The Solution

The personal and professional FCM service combined with the efficient online FCM tool was exactly what PPECB needed from their Travel Management Company during this time.

The fully customisable booking tool allowed travellers to easily book through approved channels, while at the same time equipping the travel manager with the tools to assess risks and monitor situations.

In response to the COVID-19 crisis, FCM also developed a COVID-19 Recovery Analytics Dashboard, which can be deployed via Secure, FCM's travel risk management solution. The Dashboard is designed to provide accurate and reliable information about the spread of the virus. It also offers timely departure and arrival reports to assist travel managers locate and communicate with their travellers.

These technology solutions allowed PPECB travel managers to curb travel booking leakage and ensure travellers book within policy. Not only does this enhance the company's duty of care offering, but it also allows companies to save money.

“Cost savings and assigning accountability has been highlights of FCM's travel management approach to our entity's needs.”

ANEESA MOOSA-CAMROODIEN,
FINANCIAL ACCOUNTANT, PPECB

The Result

FCM offered invaluable assistance to PPECB when urgent travel was needed

“We have reprioritised certain projects and moved to online meetings. We found that there have been considerable savings for us during the lockdown while operations continued. Our approach will be to continue with some events virtually. Only for those meetings where face-to-face social interaction is imperative will we resume travels.”

ANEESA MOOSA-CAMROODIEN,
FINANCIAL ACCOUNTANT, PPECB

