

# Case Study

## Charles River Laboratories

First time global  
consolidation



2017

In partnership with  
FCM since 2017

3000

Travellers



Regions of trade with FCM:  
Americas, EMEA, APAC

For 70 years, Charles River has worked with the pharmaceutical, research and biotechnology industries to drive the discovery, development and safe manufacture of new drug therapies. Charles River has grown from a family-owned company to a publicly traded \$2.8 billion dollar global corporation operating in over 20 countries with 90+ facilities worldwide.

Charles River is committed to helping improve the health and well-being of individuals across the globe having supported the development of roughly 85% of drugs approved by the FDA in 2019 and 2020 as well as supporting over 40 clients in the development of vaccines and therapies to fight Covid-19. Their mission and strong sense of purpose guides them in all that they do, much like that of the FCM culture.

## Seeking guidance in first-time consolidation + more

The FCM and Charles River relationship spans back several years to the days when a few of Charles River's key stakeholders were part of a former FCM client (a biopharmaceutical company that was later acquired). When these folks transferred over to Charles River, they were certain to include FCM in their tender process, having had a very successful relationship with FCM in the past and knowledge of their capabilities as a travel management provider.

Charles River had a number of programme objectives they were looking to achieve with their new travel management provider, including cost savings, establishing strategic supplier relationships, improving programme compliance, and strengthening service and convenience to CRL travellers. Most notably, they were looking to consolidate their programme globally for the first time due to the anticipated growth of their business, therefore it was essential for Charles River to partner with a travel management company (TMC) who could guide them through this process.

## Support on every level

FCM officially became Charles River's TMC in 2017 and have since worked together to meet the core objectives of their travel programme, including consolidation globally. Historically, FCM has achieved savings of 9-15% for clients in their first year with a consolidated programme, while also delivering the personal service that is essential for buy-in to the new programme. Having extensive experience with global consolidation for clients of Charles River's size, FCM was able to offer both proven best practices and fresh strategies throughout this process.



Charles River was paired with a tailored account management structure on local, regional and multinational levels. Their FCM global account manager was responsible for overseeing the Charles River programme, driving global consolidation and ensuring delivery of their and programme objectives on a global basis. Working with an experienced TMC and strategic account management structure helped to establish:

- Consolidation: Seeing the “whole picture” of the Charles River travel programme
- Compliance: Travellers' use of FCM and CRL's preferred suppliers
- Cost management: Direct and indirect, hard and soft dollar, cost avoidance
- Customer satisfaction: From travel manager to traveller, informed by surveys
- Corporate responsibility: Including environmental sustainability and risk management

By partnering with FCM globally, Charles River also gained newfound insight into their travel spend and activity with FCM's Reporting & Analytics. The former regional agencies Charles River was working with did not offer any reporting capabilities.

## Big results

Charles River was able to simplify their payment process and secure greater costs savings within their new programme. Working closely with their Account Manager, they leveraged FCM's virtual card technology to improve their payment process, eliminating the risk of fraud and the time-consuming reconciliation process that is typical with traditional corporate payment options.

Prior to partnering with FCM, each region was booking with a different TMC or booking on their own with vendors directly, resulting in high costs that are typical with an unmanaged programme. In an effort to drive cost savings, FCM reviewed Charles River's booking patterns and secured the following vendor agreements:

- Airline agreements with **American Airlines, Delta Airlines, United Airlines and Southwest Airlines**
- Renegotiated **Avis** agreement
- **120+** hotel agreements

By implementing the above vendor contracts, Charles River gained better visibility into their travel programme and secured greater savings. Reported savings include:

- 2018 Savings of **\$907,000** and **ROI of 10:1**
- 2019 Savings of **\$1,314,000** and **ROI of 12:1**

Utilising FCM's technology suite, Charles River also gained access to:

- **FCM's airfare re-shopping tool** which monitors airfare prices from the time of ticketing to the day of departure and notifies the traveller when savings found on identical itineraries are significant enough to re-ticket.
- **FCM's unused ticket tracker** which proactively monitors unused tickets during both consultant-assisted and online bookings, notifying travellers if they have an unused ticket they can use, and reporting on all outstanding unused ticket credits on file on a company-wide basis.