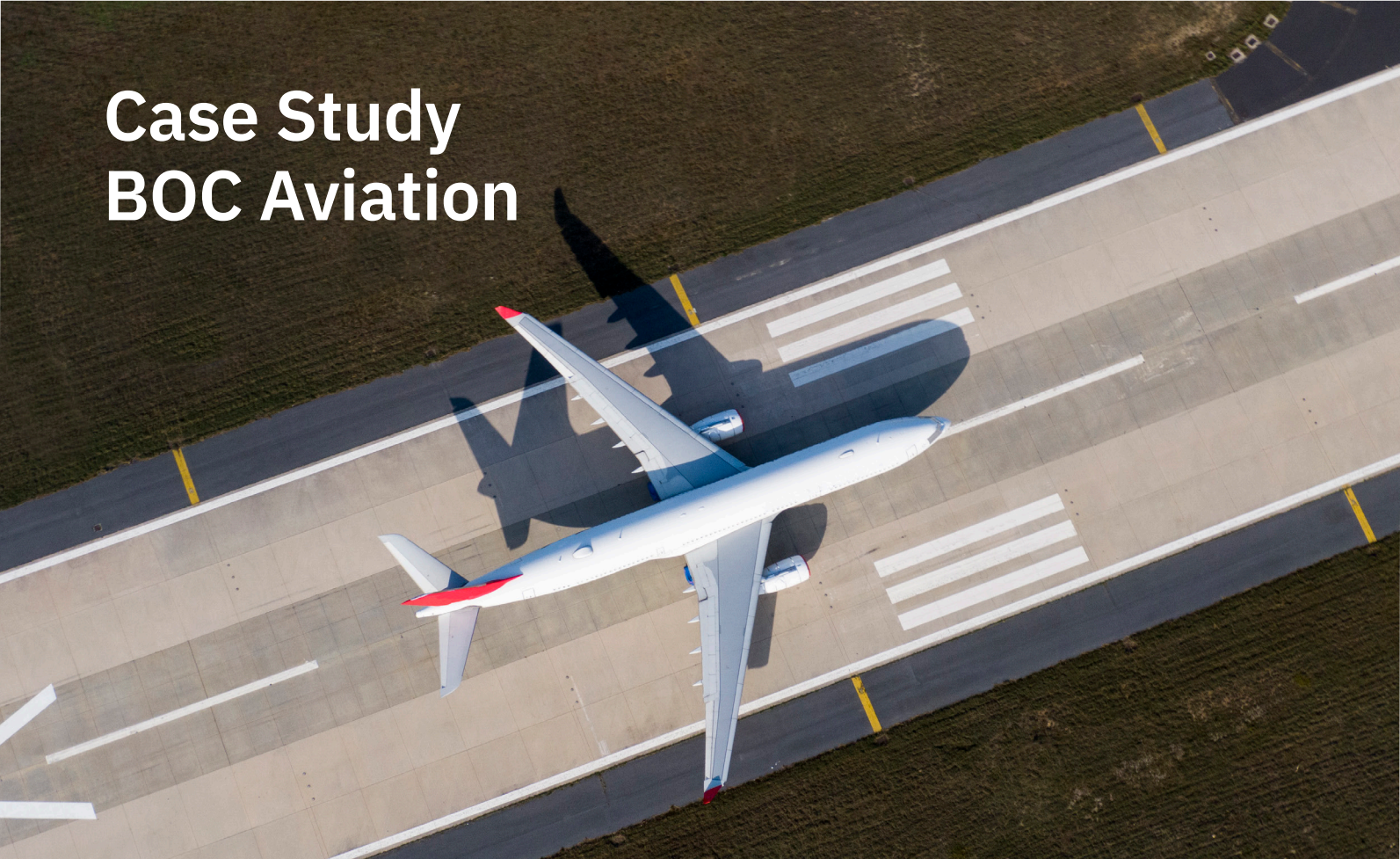# Case Study
BOC Aviation

Highlights

10
days to review old, and configure new tech

24/7
Support

270%
Increase in app users

Introducing technology to meet the post-pandemic surge

Flying high

BOC Aviation leases and sells aircraft to airlines, in fact it's the largest agency of its kind headquartered in Asia. BOC is a subsidiary of the Bank of China, working with airlines around the world to secure their fleet.

With HQ in Singapore and operating bases in Dublin, London, New York and Tianjing, the majority of BOC's travel is between these locations. Their team is also often travelling to San Francisco, Seattle, Paris, Seoul, Dubai and Frankfurt. A truly global operation. Travellers have always been at the heart of BOC Aviation's travel policy and their needs have guided much of the travel programme.

FCM

A travel surge post-pandemic

BOC Aviation's post-COVID travel tale is similar to others all around the world. Coming out of the pandemic, the aircraft leasing company was looking to optimise internal processes, and implement technology that could automate some of the travel programme.

The surge for travel requests came quicker than anticipated. Travel came with more questions than usual, which meant longer call wait times as consultants supported those enquiries.

Plus, travellers weren't making use of technology, instead relying on travel consultants to manually push alerts when there was disruption to their travel booking. That meant instead of alerts going directly to the traveller, the communications journey became airline/hotel > consultant > travel booker > traveller. By the time had gone through those stages, the trip had already been impacted.

All that meant traveller satisfaction dipped. A new tactic was needed.

Using technology to ease the pain

In late 2021, the **FCM Platform** was launched. An omni-channel platform filled with digital tools and dashboards to put travel managers, bookers and travellers in control of their travel programme. In a first for the APAC market, BOC Aviation was moved up the priority list to have the platform installed, so we could quickly resolve their issues.

The team quickly reviewed BOC Aviation's existing technology stack in Singapore, the US, UK and Ireland. Once they understood the requirements, on-site training and demos were held to decide how the platform could be configured to BOC Aviation's needs. From review to seeing those configurations in the platform took 10 days. Some of those requirements enabled include:

- Live chat enabled to provide 24/7/365 support across channels including desktop and mobile.
- Reporting dashboards and data management.
- Dashboards to track costs and transactions, plus analytics to optimise spend.
- Traveller wellness dashboards so managers can track and be informed about safety and security during trips.

FCM

A win for all

Since introducing **FCM Platform** to the business, BOC Aviation's teams have seen changes in how travellers are using technology and FCM's service.

Travellers have a clear overview of their bookings and possible disruptions. There is less manual intervention needed from both FCM and the BOC Aviation team now that they can see everything in one place.

The strain has been reduced for travel bookers now that travellers can self-serve their trips and update their own travel profiles. In the first month of onboarding alone, 49 travellers have logged into the platform and used it 340 times. As Stefan Jovanovski, Multinational Account Manager at FCM says, "These are great numbers and adoption in such short time." Bookers have a better view of all their travellers' trips and spending, and the one arranger at BOC Aviation who previously updated all traveller profiles no longer needs to. Time, saved!

Thanks to the number of mobile app users jumping 270%, the pressure is also down for travel managers now that they aren't sending updates manually. Additionally, travel managers have access to dashboards that allow them to track costs, optimise spend, keep travellers safe and assess traveller wellbeing.