



Charting a Path Forward

How Michelin Sascar México chose FCM as their first ever TMC and achieved record savings



15%

Total Program Savings



Improved Traveler Benefits, including free checked baggage and cheaper transfers



Bookings improved to a 7-day lead time



An acquisition built for the road ahead

In September 2014, The Michelin Group acquired Sascar, a leading fleet management company based in São Paulo. At the time of the acquisition, Sascar oversaw 33,000 truck fleets in Brazil. After the acquisition, The Michelin Group soon expanded into the rest of Latin America, including the creation of Michelin Sascar México in March 2017. Michelin Sascar México provides fleet management solutions, including monitoring, tracking, accident prevention, and cost control via their proprietary hardware installations and cloud-based software.

Michelin Sascar México operates throughout the United States and Latin America, with 150 travelers undertaking business trips annually.

New partnerships, new goals

“The relationship FCM and Michelin Sascar México have is a true partnership. From the moment we started working together, our organizations’ professional chemistry was obvious, which made it that much simpler to achieve their goals, together.”

ALAN ROJAS JUAREZ, ACCOUNT MANAGER, FCM TRAVEL MÉXICO.

Up until 2020, Michelin Sascar México did not have a TMC managing their corporate travel operations. They realized that partnering with a TMC would help them achieve their desired savings via policy-compliant bookings, optimized supplier agreements, and streamlined approvals.

FCM won Michelin Sascar México’s business due to a comprehensive offering portfolio that includes proprietary technology through call center support, and expert Account Managers that have the tools and knowledge to meet their goals.

Once FCM was onboard, the account management team took over Michelin Sascar México’s travel policy compliance, supplier negotiations, monthly and annual reporting, provided expert industry recommendations to keep them ahead of the curve, and a feedback schedule after each major group trip was completed.

A framework for success

FCM got right to work, establishing improved processes, and negotiating competitive supplier agreements. FCM also implemented new software, encouraging traveler self-service.

The rundown:

1. Aeromexico rate optimization saw up to **10%** savings
2. Accommodation negotiations created savings of **8%**
3. Introducing a new travel policy ensured better visibility into bookings and expenses by mandating a 7-day lead time, resulting in overall airline savings of up to **10%**
4. Setting minimum and maximum spend for accommodations concentrated booking volume to preferred suppliers
5. Implemented SAP Concur as Michelin Sascar México's primary OBT with defined approval parameters, allowing travel managers clearer insight into costs
6. Rolled out SAM chat as a self-service traveler help tool, which now handles 1/3 of all traveler requests and questions.

A five-star review

FCM and Michelin Sascar México's partnership resulted in overall program savings of **15%** during their first contract year, measured against the same number of trips in the previous year. Michelin Sascar México's Director of Accounting, Claudia Leticia Navarizo, cited FCM's excellent time management, superior consulting, and expert advice as the reason they generated more savings, ultimately resulting in more business trips.

**Are you ready to do more while spending less?
Contact FCM today. It's time to travel better.**

www.fcmtravel.com/en-us/contact/inquiry