

Unisys Realizes Significant Cost Avoidance After Implementing Concur Globally

Since 1873 Unisys has been introducing technology services and solutions to organizations around the world. As one of the top 10 full-service IT outsourcers in the world, Unisys is recognized as a high tech industry leader. Implementing high-tech solutions to deliver enhanced business processes to clients is the Unisys mission and in keeping with that mission, the organization wanted to implement an on-demand corporate travel booking solution to help them manage business travel spend.

With employees located in major markets around the world, an automated global travel booking solution was essential. Unisys' manual travel booking process not only lacked convenience for business travelers, but was costly and difficult to monitor compliance.

"The message coming from general management was 'Change your behavior; don't just buy your ticket according to the meeting but consider cost of flights around your meeting,'" said Serge Bacchus, Unisys European travel manager. "For that to work, it was crucial to have the right tool in place to allow them to do that, otherwise the answer would have been they had no time to search different airlines or low-cost carriers."

To support their global organization, Unisys looked to Concur to implement a single travel booking tool, equipped with global functionality as well as primary "in-country" requirements. Unisys recognized that to drive adoption they had to implement an intuitive travel booking solution that closely mimics an online consumer travel booking tool.

With key goals of reducing travel costs and achieving maximum adoption throughout the organization, Unisys deployed Concur. Communications were sent to each country in which the tool was implemented to inform employees about the new travel booking solution. The company also provided its employees with Concur's video training and documentation. This communication and training plan, coupled with Concur's implementation team, resulted in a strong and fast adoption process for Unisys.

By delivering a broad selection of travel content through an intuitive, Web-based interface, the travel procurement process at Unisys is quick, easy and cost effective.

"Concur presents the whole market situation and allows the traveler to select the most appropriate flight with the cheapest ticket, even if it is non-flexible or non-refundable," Bacchus said. "Travelers make smart decisions with Concur, leading to improved policy compliance and lower costs."

Through Concur's easy-to-use online booking tool, employees can simultaneously book air, hotel, and rental car reservations. "Our travelers can go to just one place to get access to a broad selection of European content, low cost carriers and the best fares, all while staying within compliance to our travel policy, which is built into the service," Bacchus said.

By moving to an on-demand travel booking solution, Unisys has reduced travel booking fees by more than 40 percent and realized significant cost avoidance on air spend. Best-in-class adoption rates have been maintained since implementing Concur.

Company: Unisys Corporation

Implementation: Concur® with travel

Industry: Information Technology

Company size: 31,000 employees

The Problem

- Lack of compliance and visibility into travel booking
- High travel booking fees
- Business travel booking time restrictions

The Solution

- Complete real-time reporting and analytics
- Low travel booking costs
- On-demand, advanced global functionality
- Automated and intuitive user-interface for quick and easy travel booking

The Benefits

- Visibility into reporting and compliance
- Travel booking fees reduced by more than 40 percent
- Significant cost avoidance from utilization of lower airfares
- Sustained adoption rate exceeding 90 percent
- Broad access to global travel content
- Improved utilization of preferred suppliers and negotiated rates